

Table E1: Summary of proposed TSMs

Theme	Code	Issue
Overall satisfaction	TP01	Overall satisfaction
Keeping Properties in Good Repair	RP01	Homes that do not meet the Decent Homes Standard
	RP02	Repairs completed within target timescale
	TP02	Satisfaction with repairs
	TP03	Satisfaction with time taken to complete most recent repair
Maintaining Building Safety	BS01	Gas safety checks
	BS02	Fire safety checks
	BS03	Asbestos safety checks
	BS04	Water safety checks
	BS05	Lift safety checks
	TP04	Satisfaction that the home is well maintained and safe to live in
Effective Handling of Complaints	CH01	Complaints relative to the size of the landlord
	CH02	Complaints responded to within Complaint Handling Code
	TP11	Satisfaction with the landlord's approach to handling of complaints
	TP12	Tenant knowledge of how to make a complaint
Respectful and Helpful Engagement	TP05	Satisfaction that the landlord listens to tenant views and acts upon them
	TP06	Satisfaction that the landlord keeps tenants informed about things that matter to them
	TP07	Agreement that the landlord treats tenants fairly and with respect
Responsible neighbourhood management	NM01	Anti-social behaviour cases relative to the size of the landlord
	TP08	Satisfaction that the landlord keeps communal areas clean, safe and well maintained
	TP09	Satisfaction that the landlord makes a positive contribution to neighbourhoods
	TP10	Satisfaction with the landlord's approach to handling of anti-social behaviour