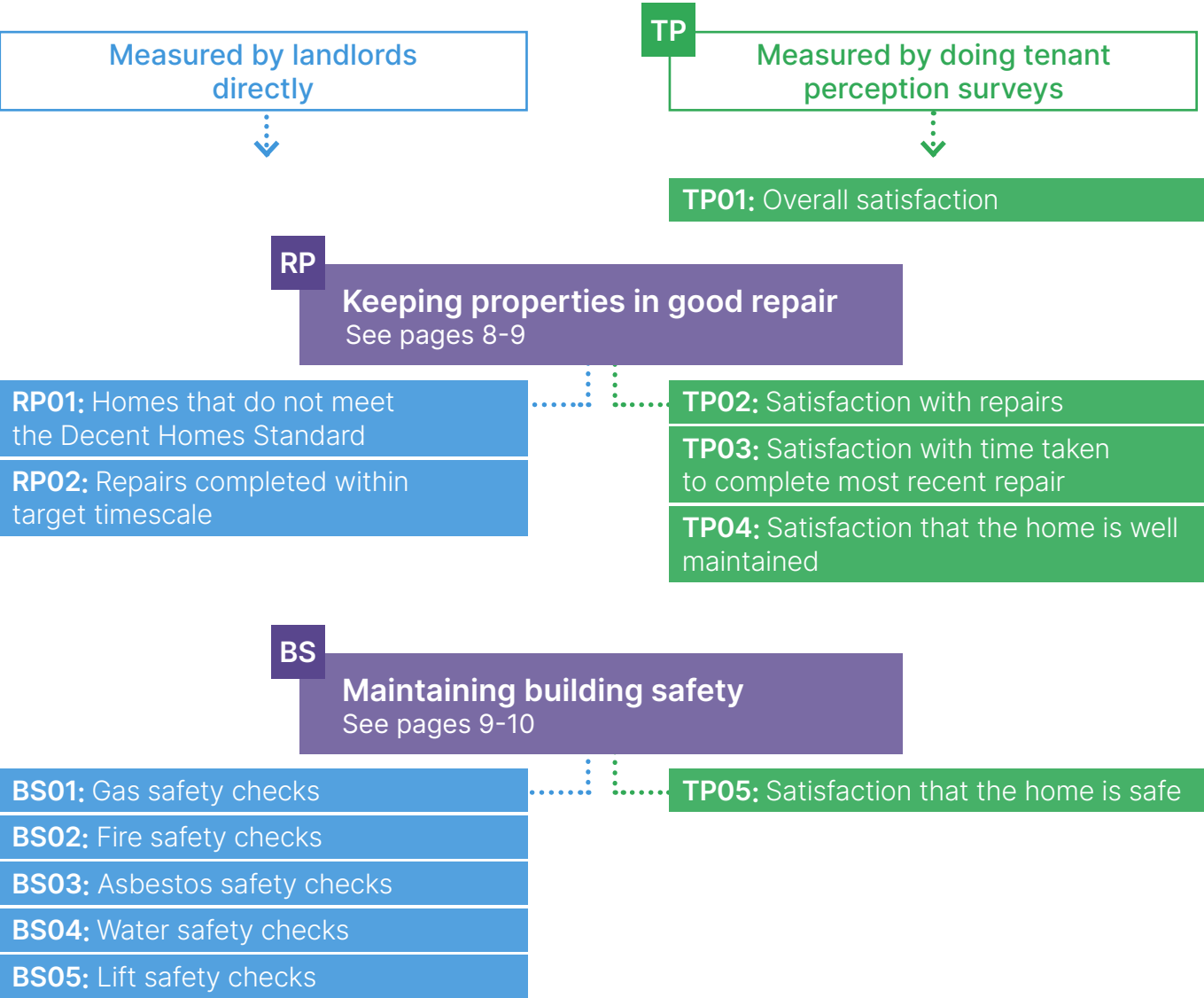
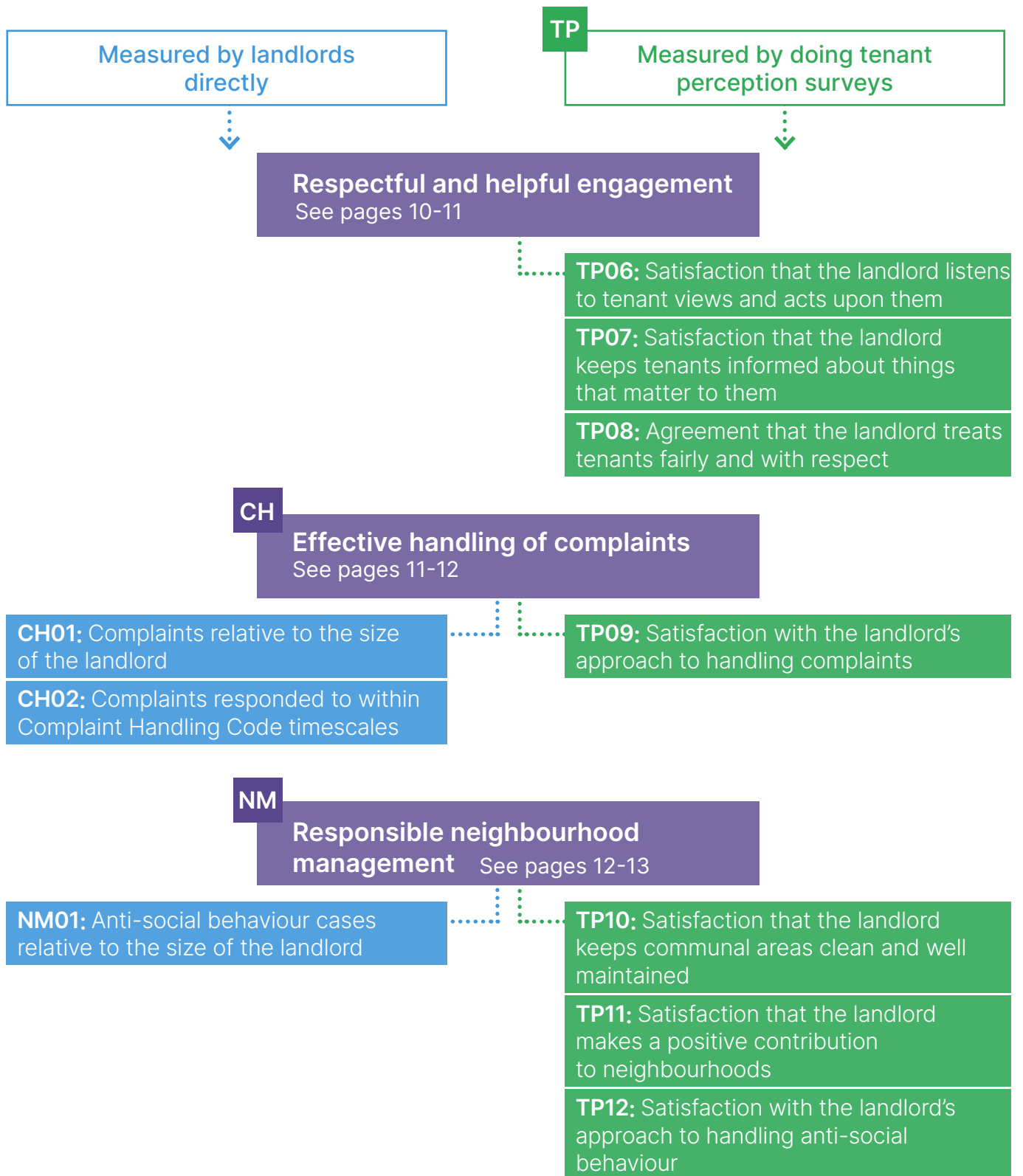


The tenant satisfaction measures

There are 22 tenant satisfaction measures, covering five themes. 10 of these will be measured by landlords directly, and 12 will be measured by landlords carrying out tenant perception surveys.

You can read the full definitions of the tenant satisfaction measures in [Tenant Satisfaction Measures: Technical Requirements](#).





* There are two additional measures that were proposed in *The charter for social housing residents – social housing white paper*, which are:

- Electrical safety checks
- Percentage of communal areas meeting the required standard.

The government is reviewing these areas separately at the moment. We will decide on the next steps for these measures when the government has finished its work. We will ask for views about any proposals we make for these measures at a later date.