

8. TSA Performance Indicators

The STATUS questionnaire contains Performance Indicators (PIs) as specified by the Tenant Services Authority. The methodology used by the Feedback service conforms to the criteria recommended by the Tenant Services Authority. The figures below are shown to one decimal point as required by the Tenant Services Authority.

Please note that the percentages for two of the PIs (account taken of views and the repairs and maintenance service) include no opinion and don't know responses in the base denominator to match the TSA's reporting requirements. These figures differ from those presented throughout the rest of the report where the figures exclude no opinion, don't know and can't remember responses to match the National Housing Federation's consistent approach to reporting, comparing and benchmarking the information over the last 10 years - the format recognised by most market research companies.

TENANT PIs

ISHA tenant satisfaction Performance Indicators for 2011 and quartile position based on the 2010 RSR results.

TSA Performance Indicator	Percentage satisfied	Quartile banding (RSR 2010)
What was the percentage of tenants that were very or fairly satisfied with landlord services?	83.0%	Q3
What was the percentage of tenants that stated they were very or fairly satisfied that their views were being taken into account?	60.2%	Q2
From your tenant satisfaction survey, what percentage of tenants replied that they were very satisfied or satisfied with the way their landlord deals with repairs and maintenance?	80.7%	Q3

HOMEOWNER PIs

ISHA homeowner satisfaction Performance Indicators for 2011 and quartile position based on the 2010 RSR results.

TSA Performance Indicator	Percentage satisfied	Quartile banding (RSR 2010)
What percentage of shared owners stated that they were very or fairly satisfied with the overall service provided by your RSL?	58.5%	Equal to average
What percentage of shared owners stated that they were very or fairly satisfied with the sales process when buying their current home?	70.6%	Q3