

Appendix A – Outturn Performance against the Regulator of Social Housing’s Tenant Satisfaction Measures

TSMs generated from perception survey

Reference	Measure	Performance
TP01	Proportion of respondents who report that they are satisfied with the overall service from their landlord	80%
TP02	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service	83%
TP03	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair	82%
TP04	Proportion of respondents who report that they are satisfied that their home is well maintained	75%
TP05	Proportion of respondents who report that they are satisfied that their home is safe	78%
TP06	Proportion of respondents who report that they are satisfied that their landlord listens to tenants views and acts upon them	64%
TP07	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them	65%
TP08	Proportion of respondents who report that they agree their landlord treats them fairly and with respect	76%
TP09	Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord’s approach to complaint handling	45%
TP10	Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained	49%
TP11	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood	57%
TP12	Proportion of respondents who report that they are satisfied with their landlord’s approach to handling anti-social behaviour	53%

TSMs generated from management information

Reference	Measure	Performance
CH01	Number of: Stage one complaints; and Stage two complaints received per 1,000 homes	22.53 4.24
CH02	Proportion of: Stage one complaints; and Stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	73.91% 61.53%
NM01	Number of: Anti-social behaviour cases, of which Anti-social behaviour cases that involve hate incidents opened per 1,000 homes	177.98 0.65
RP01	Proportion of homes that do not meet the Decent Homes Standard	4.44% *
RP02	Proportion of: Non-emergency; and Emergency repairs completed within the landlord's target timescale	72.61% 86.72%
BS01	Proportion of homes for which all required gas safety checks have been carried out	99.05%
BS02	Proportion of homes for which all fire risk assessments have been carried out	100%
BS03	Percentage of homes in buildings that have had all the necessary asbestos management surveys or re-inspections	96.47%
BS04	Proportion of homes for which all legionella risk assessments have been carried out.	100%
BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out	100%

* This percentage is based upon information obtained via the 270 stock condition surveys carried out as at 31 March 2024, which identified 12 properties as not meeting the Decent Homes Standard.