

## Appendix A – Outturn Performance against the Regulator of Social Housing’s Tenant Satisfaction Measures for 2024/2025

### 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  | 81.3%       |
| 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                         | 81.4%       |
| 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 | 78.1%       |
| TP04      | Proportion of respondents who report that they are satisfied that their home is well maintained  | 77.0%       |
| TP05      | Proportion of respondents who report that they are satisfied that their home is safe   | 79.6%       |
| TP06      | Proportion of respondents who report that they are satisfied that their landlord listens to tenants views and acts upon them   | 65.2%       |
| TP07      | Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them                                  | 68.5%       |
| TP08      | Proportion of respondents who report that they agree their landlord treats them fairly and with respect  | 79.9%       |
| 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                   | 48.8%       |
| TP10      | Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained                    | 51.0%       |
| TP11      | Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood                                    | 60.0%       |
| TP12      | Proportion of respondents who report that they are satisfied with their landlord’s approach to handling anti-social behaviour  | 56.0%       |

## TSMs generated from management information

| Reference | Measure   | Performance    |
|-----------|---|----------------|
| CH01      | Number of:<br>Stage one complaints; and<br>Stage two complaints received per 1,000 homes  | 25.3<br>3.9    |
| CH02      | Proportion of:<br>Stage one complaints; and<br>Stage two complaints responded to within the Housing<br>Ombudsman's Complaint Handling Code timescales | 93.6%<br>91.7% |
| NM01      | Number of:<br>Anti-social behaviour cases, of which<br>Anti-social behaviour cases that involve hate incidents opened<br>per 1,000 homes              | 98.5<br>1.0    |
| RP01      | Proportion of homes that do not meet the Decent Homes<br>Standard   | 0.3 %*         |
| RP02      | Proportion of:<br>Non-emergency; and<br>Emergency repairs completed within the landlord's target<br>timescale   | 74.3%<br>84.6% |
| BS01      | Proportion of homes for which all required gas safety checks<br>have been carried out   | 99.6%          |
| BS02      | Proportion of homes for which all fire risk assessments have<br>been carried out  | 100%           |
| BS03      | Proportion of homes in buildings that have had all the necessary<br>asbestos management surveys or re-inspections                                     | 100%           |
| BS04      | Proportion of homes for which all legionella risk assessments<br>have been carried out.   | 100%           |
| BS05      | Proportion of homes for which all required communal passenger<br>lift safety checks have been carried out   | 100%           |

\* This percentage is based upon information obtained via the 679 stock condition surveys carried out by 31 March 2025, which identified 9 properties as not meeting the Decent Homes Standard as at this date. The figure is reported as the proportion of the overall housing stock.