

Appendix B – Outturn Performance against the Regulator of Social Housing’s Tenant Satisfaction Measures for 2024/2025 compared with performance for 2023/2024

TSMs generated from perception survey

Ref	Measure	2023 / 2024 Performance	2024 / 2025 Performance
TP01	Proportion of respondents who report that they are satisfied with the overall service from their landlord	80.1%	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	83.0%	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	81.6%	78.1%
TP04	Proportion of respondents who report that they are satisfied that their home is well maintained	75.1%	77.0%
TP05	Proportion of respondents who report that they are satisfied that their home is safe	78.2%	79.6%
TP06	Proportion of respondents who report that they are satisfied that their landlord listens to tenants views and acts upon them	64.2%	65.2%
TP07	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them	65.2%	68.5%
TP08	Proportion of respondents who report that they agree their landlord treats them fairly and with respect	75.7%	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	45.0%	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	48.5%	51.0%
TP11	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood	56.6%	60.0%

TP12	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour	53.0%	56.0%
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TSMs generated from management information

Ref	Measure	2023 / 2024 Performance	2024 / 2025 Performance
CH01	Number of: Stage one complaints; and Stage two complaints received per 1,000 homes	22.5 4.2	25.3 3.9
CH02	Proportion of: Stage one complaints; and Stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	73.9% 61.5%	93.6% 91.7%
NM01	Number of: Anti-social behaviour cases, of which Anti-social behaviour cases that involve hate incidents opened per 1,000 homes	177.9 0.6	98.5 1.0
RP01	Proportion of homes that do not meet the Decent Homes Standard	4.4% *	0.3%*
RP02	Proportion of: Non-emergency; and Emergency repairs completed within the landlord's target timescale	68.4% 68.6%	74.3% 84.6%
BS01	Proportion of homes for which all required gas safety checks have been carried out	99.0%	99.6%
BS02	Proportion of homes for which all fire risk assessments have been carried out	100%	100%
BS03	Percentage of homes in buildings that have had all the necessary asbestos management surveys or re-inspections	96.4%	100%
BS04	Proportion of homes for which all legionella risk assessments have been carried out.	100%	100%
BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out	100%	100%

*RP01 has been reported differently and for 2024/25 is based on the proportion on non-decent homes within the housing stock as a whole. 9 homes are known to be non-decent based on stock condition data held at 31 March 2025. In 2023/24 it was reported as a proportion of those that had been surveyed as part of the rolling stock condition survey, at that time 12 homes.