

Tenant Satisfaction Measures – full results for 2023/24

TSM	KPI	Tenant Satisfaction Measure / Performance indicator	
TP01	KPI 15	% respondents who report that they are satisfied with the overall service from their landlord	75.6%
TP02	KPI 17	% respondents who had a repair in last 12 months are satisfied with the overall repairs service	79.6%
TP03		% respondents who had a repair in the last 12 months are satisfied with time taken to complete most recent	72.6%
TP04		% respondents who are satisfied that their home is well maintained	75.9%
TP05		% respondents who are satisfied that their home is safe	84.9%
TP06		% respondents who are satisfied that their landlord listens to tenants views and acts upon them	71.6%
TP07		% respondents who are satisfied that their landlord keeps them informed about things that matter to them	79.3%
TP08		% respondents who agree their landlord treats them fairly and with respect	89.8%
TP09		% respondents who report making a complaint in last 12 months are satisfied with the approach to complaints handling	29.7%
TP10		% respondents who are satisfied that their landlord keeps communal areas clean and well maintained	66.5%
TP11		% respondents who are satisfied that their landlord makes a positive contribution to the neighbourhood	76.7%
TP12		% respondents who are satisfied with their landlord's approach to handling anti-social behaviour	69.1%
BS01	KPI 10a	% homes for which all required gas safety checks have been carried out	100.0%
BS02	KPI 10b	% homes for which all required fire risk assessments have been carried out	100.0%
BS03	KPI 10c	% homes for which all required asbestos management surveys or re-inspections have been carried out	100.0%
BS04	KPI 10d	% homes for which all required legionella risk assessments have been carried out	100.0%
BS05	KPI 10e	% homes for which all required communal passenger lift safety checks have been carried out	100.0%
RP01	KPI 16	% homes that do not meet the Decent Homes Standard	3.05%
RP02		Non-emergency repairs completed within target timescale	62.8%
RP02		Emergency repairs completed within target timescale	81.5%
NM01	KPI 13	Number of ASB cases, opened per 1,000 homes	62.2
NM01	KPI 13	Number of ASB cases that involve hate incidents opened per 1,000 homes	0.7
CH01	KPI 6	Number of stage one complaints received per 1,000 homes	50.7
CH01	KPI 6	Number of stage two complaints received per 1,000 homes	3.1
CH02	KPI 7	Stage 1 complaints responded to within the Handling Code timescales	91.9%
CH02	KPI 7	Stage 2 complaints responded to within the Handling Code timescales	86.9%

* 'TP' above means Tenant Perception. Surveys were undertaken April to September 2023

* 'KPI' above means Key Performance Indicator. Some TSMs formed part of our KPI suite for 2023/24