

Tenant Satisfaction Measures – full results for 2023/24

TSM ref	KPI ref	Tenant Satisfaction Measure / Performance indicator	SLHD
TP01	KPI 15	% respondents who report that they are satisfied with the overall service from their landlord	76.0%
TP02	KPI 17	% respondents who had a repair in last 12 months are satisfied with the overall repairs service	80.0%
TP03		% respondents who had a repair in the last 12 months are satisfied with time taken to complete most recent	73.0%
TP04		% respondents who are satisfied that their home is well maintained	76.0%
TP05		% respondents who are satisfied that their home is safe	85.0%
TP06		% respondents who are satisfied that their landlord listens to tenants views and acts upon them	72.0%
TP07		% respondents who are satisfied that their landlord keeps them informed about things that matter to them	79.0%
TP08		% respondents who agree their landlord treats them fairly and with respect	90.0%
TP09		% respondents who report making a complaint in last 12 months are satisfied with the approach to complaints handling	30.0%
TP10		% respondents who are satisfied that their landlord keeps communal areas clean and well maintained	67.0%
TP11		% respondents who are satisfied that their landlord makes a positive contribution to the neighbourhood	77.0%
TP12		% respondents who are satisfied with their landlord's approach to handling anti-social behaviour	69.0%
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	-
CH01	KPI 6	Number of stage one complaints received per 1,000 homes	61.1
CH01	KPI 6	Number of stage two complaints received per 1,000 homes	4.9
CH02	KPI 7	Stage 1 complaints responded to within the Handling Code timescales	90.5%
CH02	KPI 7	Stage 2 complaints responded to within the Handling Code timescales	80.6%
		Stage 1 complaints responded to within timescales without extension	100.00%

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