

# **Tenant Satisfaction Measures**

# 2024-25



# Tenant Satisfaction Measures (TSMs)

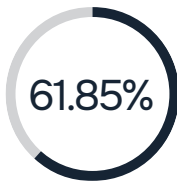
LCRA = Low-Cost Rental Accommodation  
LCHO = Low-Cost Home Ownership

## Overall customer satisfaction and engagement

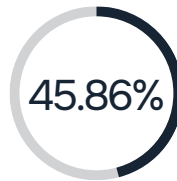
### TP01

Proportion of respondents who report that they are satisfied with the overall service from their landlord.

LCRA



LCHO



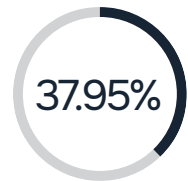
### TP06

Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.

LCRA



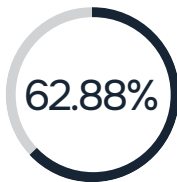
LCHO



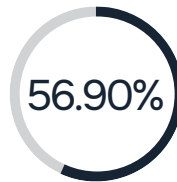
### TP07

Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.

LCRA



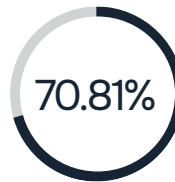
LCHO



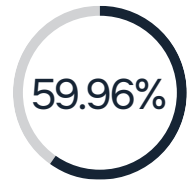
### TP08

Proportion of respondents who report that they agree their landlord treats them fairly and with respect.

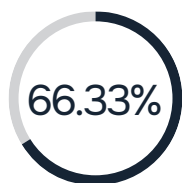
LCRA



LCHO

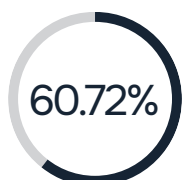


## Keeping homes in good repair



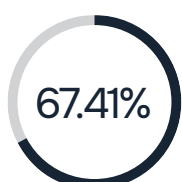
### TP02

Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service.



### TP04

Proportion of respondents who report that they are satisfied that their home is well maintained.



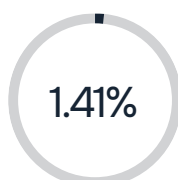
### RP02

Proportion of non-emergency responsive repairs completed within target timescale.



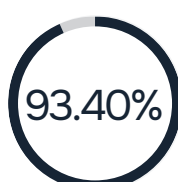
### TP03

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.



### RP01

Proportion of homes that do not meet the Decent Homes Standard.



### RP02

Proportion of emergency responsive repairs completed within target timescale.

# Tenant Satisfaction Measures (TSMs)

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## Keeping homes in good repair CONTINUED



### BS01

Proportion of homes for which all required gas safety checks have been carried out.



### BS02

Proportion of homes for which all required fire risk assessments have been carried out.



### BS03

Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.



### BS04

Proportion of homes for which all required legionella risk assessments have been carried out.



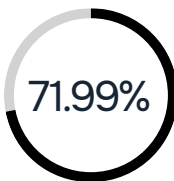
### BS05

Proportion of homes for which all required communal passenger lift safety checks have been carried out.

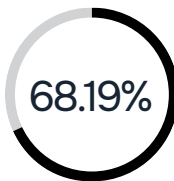
### TP05

Proportion of respondents who report that they are satisfied that their home is safe.

### LCRA



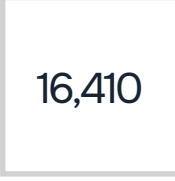
### LCHO



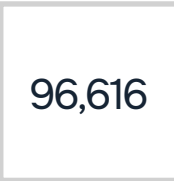
## Additional repairs data



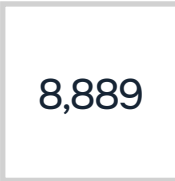
Number of responsive repairs raised.



Number of responsive repairs that were cancelled.



Number of responsive repairs completed.



Number of responsive repairs not completed ('work-in-progress') at year end.

# Tenant Satisfaction Measures (TSMs)

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## Effective handling of complaints

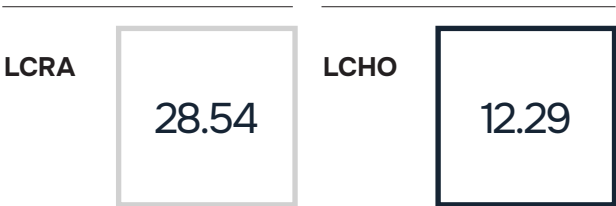
### CH01

Number of stage one complaints received per 1,000 homes.



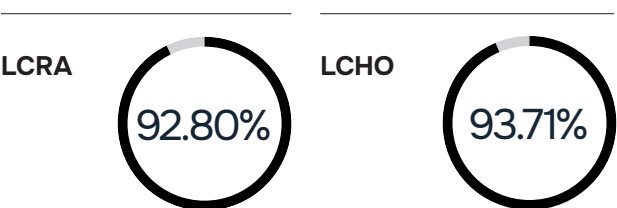
### CH01

Number of stage two complaints received per 1,000 homes.



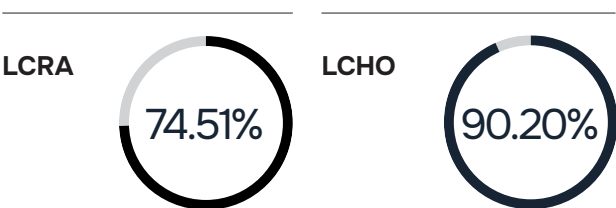
### CH02

Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.



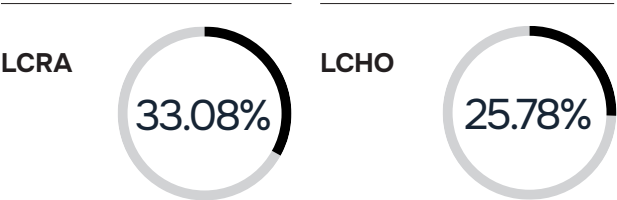
### CH02

Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.



### TP09

Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling.



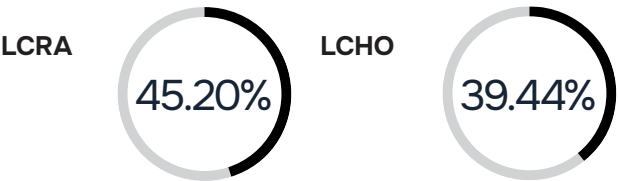
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## Responsible neighbourhood management

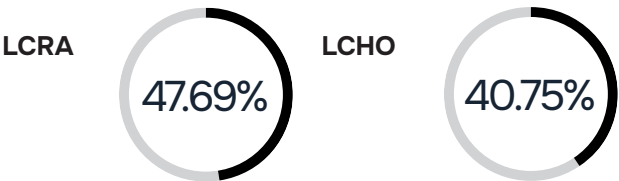
### TP10

Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas well maintained.



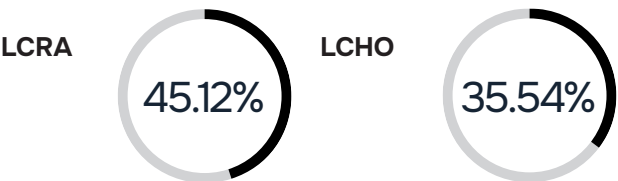
### TP11

Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.



### TP12

Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.



61.75

### NM01

Number of anti-social behaviour cases opened per 1,000 homes.

0.68

### NM01

Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes.