

| | Tenant Satisfaction Measures (TSMs) | 25/26 | 24/25 | 23/24 | Change 25/26 to 24/25 | Better ↑ Worse ↓ |
|------------|---|-------|-------|-------|-----------------------|---------------------------|
| CH01 | Number of stage one complaints made by tenants in the relevant stock type during the reporting year per 1,000 homes. (Residents only) | 75.7 | 58.0 | 50.7 | 17.7 | ↓ |
| CH01 | Number of stage two complaints made by tenants in the relevant stock type during the reporting year per 1,000 homes. (Residents only) | 8.2 | 6.1 | 3.1 | 2.1 | ↓ |
| CH02 | Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales. | 99.7% | 99.5% | 91.9% | 0.2% | ↑ |
| CH02 | Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales. | 97.6% | 95.8% | 86.9% | 1.8% | ↑ |
| CH02 | Proportion of stage one and stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales. | 99.5% | 99.1% | 89.3% | 0.4% | ↑ |
| NM01 (pt1) | Number of anti-social behaviour cases opened per 1,000 homes. | 54.4 | 55.1 | 62.2 | 0.7 | ↑ |
| NM01 (pt2) | Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes. | 0.8 | 0.8 | 0.7 | 0.0 | Same |
| RP01 | Proportion of homes that do not meet the Decent Homes Standard. | 7.78% | 5.53% | 3.05% | 2.25% | ↓ |
| RP02 (pt1) | Proportion of non-emergency responsive repairs completed within the landlord's target timescale. | 67.6% | 68.7% | 62.8% | -1.1% | ↓ |
| RP02 (pt2) | Proportion of emergency responsive repairs completed within the landlord's target timescale. | 92.2% | 82.5% | 81.5% | 9.7% | ↑ |
| RP02 | Proportion of emergency and non emergency responsive repairs completed within the landlord's target timescale. | 75.3% | 73.1% | 69.5% | 0.4% | ↑ |
| BS01 | Proportion of homes for which all required gas safety checks have been carried out. | 100% | 100% | 100% | 0% | same |
| BS02 | Proportion of homes for which all required fire risk assessments have been carried out. | 100% | 100% | 100% | 0% | same |
| BS03 | Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out. | 100% | 100% | 100% | 0% | same |
| BS04 | Proportion of homes for which all required legionella risk assessments have been carried out. | 100% | 100% | 100% | 0% | same |
| BS05 | Proportion of homes for which all required communal passenger lift safety checks have been carried out. | 100% | 100% | 100% | 0% | same |

| | TSM Perception Survey Questions - "Percentage of tenants satisfied with landlord....." | 25/26 | 24/25 | 23/24 | Change 25/26 to 24/25 | Better ↑ Worse ↓ |
|------|---|-------|-------|-------|-----------------------|---------------------------|
| TP01 | Overall Satisfaction | 80.5% | 81.0% | 75.6% | -0.5% | ↓ |
| TP02 | Satisfaction with repairs last 12 months | 80.1% | 81.5% | 79.6% | -1.4% | ↓ |
| TP03 | Time taken to complete most recent repair in last 12 months | 72.5% | 75.6% | 72.6% | -3.1% | ↓ |
| TP04 | Home is well maintained | 81.2% | 82.0% | 75.9% | -0.8% | ↓ |
| TP05 | Home is safe | 86.2% | 86.3% | 84.9% | -0.1% | ↓ |
| TP06 | Listens to tenants views and acts on them | 76.3% | 75.4% | 71.6% | 0.9% | ↑ |
| TP07 | Keeps tenants informed about things that matter to them | 85.0% | 81.1% | 79.3% | 3.9% | ↑ |
| TP08 | Treats fairly and with respect | 89.7% | 87.7% | 89.8% | 2.0% | ↑ |
| TP09 | Approach to handling complaints in last 12 months | 45.0% | 37.3% | 29.7% | 7.7% | ↑ |
| TP10 | Keeps communal areas clean and well maintained | 75.4% | 72.1% | 66.5% | 3.3% | ↑ |
| TP11 | Positive contribution to neighbourhoods | 77.8% | 80.9% | 76.7% | -3.1% | ↓ |
| TP12 | Approach to handling ASB | 72.3% | 73.0% | 69.1% | -0.7% | ↓ |