



























	Tenant Satisfaction Measures (TSMs)	24/25 results	23/24 results	Difference 24/25 to 23/24	Better  or 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)	58	50.7	7.6	
CH01	Number of stage two complaints made by tenants in the relevant stock type during the reporting year per 1,000 homes. (Residents only)	6.1	3.1	3.2	
CH02	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	99.7%	91.9%	7.6%	
CH02	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	98.4%	86.9%	8.9%	
CH02	Proportion of stage one and stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	99.1%	89.3%	9.8%	
NM01 (pt1)	Number of anti-social behaviour cases opened per 1,000 homes.	55.1	62.2	-7.1	
NM01 (pt2)	Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes.	0.8	0.7	0.1	
RP01	Proportion of homes that do not meet the Decent Homes Standard.	5.53%	3.05%	2.48%	
RP02 (pt1)	Proportion of non-emergency responsive repairs completed within the landlord's target timescale.	68.7%	62.8%	5.9%	
RP02 (pt2)	Proportion of emergency responsive repairs completed within the landlord's target timescale.	82.5%	81.5%	1.0%	
RP02	Proportion of emergency and non emergency responsive repairs completed within the landlord's target timescale.	73.1%	69.5%	3.6%	
BS01	Proportion of homes for which all required gas safety checks have been carried out.	100%	100%	0%	same
BS02	Proportion of homes for which all required fire risk assessments have been carried out.	100%	100%	0%	same
BS03	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	100%	100%	0%	same
BS04	Proportion of homes for which all required legionella risk assessments have been carried out.	100%	100%	0%	same
BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out.	100%	100%	0%	same

	TSM Perception Survey Questions - "Percentage of tenants satisfied with landlord..... "	24/25 survey results	23/24 survey results	Difference 24/25 to 23/24	Better  or Worse 
TP01	Overall Satisfaction	81.0%	75.6%	+5%	
TP02	Satisfaction with repairs last 12 months	81.5%	79.6%	+2%	
TP03	Time taken to complete most recent repair in last 12 months	75.6%	72.6%	+3%	
TP04	Home is well maintained	82.0%	75.9%	+6%	
TP05	Home is safe	86.3%	84.9%	+1%	
TP06	Listens to tenants views and acts on them	75.3%	71.6%	+4%	
TP07	Keeps tenants informed about things that matter to them	81.1%	79.3%	+2%	
TP08	Treats fairly and with respect	87.7%	89.8%	-2%	
TP09	Approach to handling complaints in last 12 months	37.2%	29.7%	+8%	
TP10	Keeps communal areas clean and well maintained	72.1%	66.5%	+6%	
TP11	Positive contribution to neighbourhoods	80.9%	76.7%	+4%	
TP12	Approach to handling ASB	73.0%	69.1%	+4%	