

	Tenant Satisfaction Measures (TSMs)	25/26	24/25	23/24	Change 25/26 to 24/25	Change : 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)	74.9	58.0	50.7	-16.9	Worse
CH01	Number of stage two complaints made by tenants in the relevant stock type during the reporting year per 1,000 homes. (Residents only)	9.1	6.1	3.1	-3.0	Worse
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%	Better
CH02	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	98.3%	95.8%	86.9%	2.5%	Better
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%	Better
NM01 (pt1)	Number of anti-social behaviour cases opened per 1,000 homes.	54.4	55.1	62.2	0.7	Better
NM01 (pt2)	Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes.	0.8	0.8	0.7	0	Same
RP01	Proportion of homes that do not meet the Decent Homes Standard.	7.8%	5.5%	3.1%	-2.3%	Worse
RP02 (pt1)	Proportion of non-emergency responsive repairs completed within the landlord's target timescale.	67.6%	68.7%	62.8%	-1.1%	Worse
RP02 (pt2)	Proportion of emergency responsive repairs completed within the landlord's target timescale.	92.2%	82.5%	81.5%	9.7%	Better
RP02	Proportion of emergency and non emergency responsive repairs completed within the landlord's target timescale.	75.3%	73.1%	69.5%	2.2%	Better
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 survey results	24/25 survey results	23/24 survey results	Change 25/26 to 24/25	Change : Better or Worse ?
TP01	% respondents who report that they are satisfied with the overall service from their landlord	80.5%	81.0%	75.6%	-0.5%	Worse
TP02	% respondents who had a repair in last 12 months are satisfied with the overall repairs service	80.1%	81.5%	79.6%	-1.4%	Worse
TP03	% respondents who had a repair in the last 12 months are satisfied with time taken to complete most recent	72.5%	75.6%	72.6%	-3.1%	Worse
TP04	% respondents who are satisfied that their home is well maintained	81.2%	82.0%	75.9%	-0.8%	Worse
TP05	% respondents who are satisfied that their home is safe	86.2%	86.3%	84.9%	-0.1%	Worse
TP06	% respondents who are satisfied that their landlord listens to tenants views and acts upon them	76.3%	75.4%	71.6%	0.9%	Better
TP07	% respondents who are satisfied that their landlord keeps them informed about things that matter to them	85.0%	81.1%	79.3%	3.9%	Better
TP08	% respondents who agree their landlord treats them fairly and with respect	89.7%	87.7%	89.8%	2.0%	Better
TP09	% respondents who report making a complaint in last 12 months are satisfied with the approach to complaints handling	45.0%	37.3%	29.7%	7.7%	Better
TP10	% respondents who are satisfied that their landlord keeps communal areas clean and well maintained	75.4%	72.1%	66.5%	3.3%	Better
TP11	% respondents who are satisfied that their landlord makes a positive contribution to the neighbourhood	77.8%	80.9%	76.7%	-3.1%	Worse
TP12	% respondents who are satisfied with their landlord's approach to handling anti-social behaviour	72.3%	73.0%	69.1%	-0.7%	Worse
	<u>Additional questions asked during 2025/26 and 2024/25 surveys :</u>					
n/a	How satisfied or dissatisfied are you that St Leger Homes is open & transparent ?	86.7%	87.4%	no data	-0.7%	Worse
n/a	How satisfied are you that the organisation provides opportunities to participate in the decision-making process ?	84.4%	83.6%	no data	0.8%	Better
n/a	How satisfied or dissatisfied are you St Leger Homes is fair and equitable when providing access to and delivering housing services ?	89.3%	86.5%	no data	2.8%	Better