

**Key Performance Indicator (KPI) including
Tenancy Satisfaction Measures (TSM)
Definition Booklet 2026-27**

1. INTRODUCTION

- 1.1. KPI targets are set by City of Doncaster Council (CDC) and SLHD Board, and the purpose of this booklet is to formalise how they will be calculated and reported.
- 1.2. The booklet is to set out the KPIs for the 26/27 Financial Year, detailing their definitions and what each KPI is to measure, how they will be calculated, the applicable levels of tolerance and any profiling throughout the year.
- 1.3. The booklet will be circulated to the SLHD Senior Management Team in order that all indicators are fully understood and performance can be measured using various methods.
- 1.4. If KPIs change during the year, the Performance Team will clarify with EMT that the targets, tolerances, definitions etc. are still correct in order to ensure good governance of the Performance reporting.
- 1.5. From April 2023, SLHD must measure against the Regulator's new Tenant Satisfaction Measures (TSM), and all 22 TSMs now form part of the SLHD KPI suite for 26/27

2. REPORTING

- 2.1. KPIs will be reported to EMT and Board on a monthly basis, and to Doncaster Council (CDC) on a quarterly basis
- 2.2. KPIs and TSMs will be reported to other governing Committees with the relevant delegated authority, as appropriate throughout the year.
- 2.3. KPI information will also be reported to Heads of Service, Senior Management Team and employees in various forms and mediums throughout the year

3. Definitions

- 3.1. Wherever possible and appropriate, SLHD will use:
 - the Regulator's definitions for measuring TSMs
[Annex 4 TSM Technical Requirements \(publishing.service.gov.uk\)](https://publishing.service.gov.uk/annex-4-tsm-technical-requirements)
 - Housemark definitions for the KPIs to ensure consistency of approach and enable accurate benchmarking.
[https://members.housemark.co.uk/data/benchmarking/Pages/Performance Measures.aspx](https://members.housemark.co.uk/data/benchmarking/Pages/Performance_Measures.aspx)
- 3.2. All TSMs must be reported for either or both of the following two stock types:
 - Low Cost Rental Accommodation (LCRA). This includes for example general needs, supported housing, intermediate rent and temporary social housing
 - Low Cost Home Ownership (LCHO). This includes, for example, shared ownership properties (which have not been fully staircased). **SLHD does not manage any LCHO properties**

4. Summary schedule for 2026/27

KPI	TSM	Measure	2026/27 Target YEAR END	25/26 Tolerance
KPI 1		Current rent arrears as a percentage of the annual rent debit	2.95%	3.25%
KPI 2		Percentage of rent lost through dwellings being vacant - Void rent loss %	0.80%	0.88%
KPI 3		Average Relet time for <u>standard</u> voids (calendar days)	25.0	27.5
KPI 4		Average Number of Nights in Hotel Accommodation	21.0	23.1
KPI 5		Percentage of settled accommodation at prevention stage	52%	57%
KPI 6a	CH01(a)	Complaints relative to the size of the landlord - Number of stage one complaints per 1,000 homes:	52.1	57.3
KPI 6b	CH01(b)	Complaints relative to the size of the landlord - Number of stage two complaints received per 1,000 homes:	7.9	8.7
KPI 6	CH01	Complaints relative to the size of the landlord - Number of: stage one and stage two complaints received per 1,000 homes:	66.0	66.0
KPI 7a	CH02(a)	% of stage 1 complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	96.0%	86.4%
KPI 7b	CH02(b)	% of stage 2 complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	96.0%	86.4%
KPI 7	CH02	% of stage one and stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	96.0%	86.4%
KPI 8	New for 25/26	Tenancy Turnover	5.5%	6.1%
KPI 9		Percentage of Repairs completed at first visit	94.0%	84.6%
KPI 10a	RP02	% of non-emergency responsive repairs completed within the landlord's target timescale.	85.0%	76.5%
KPI 10b	RP02	% of emergency responsive repairs completed within the landlord's target timescale.	95.0%	85.5%
KPI 10	RP02	% of non-emergency and emergency responsive repairs completed within the landlord's target timescale.	88.0%	79.2%
KPI 11	BS01	Gas - % of homes for which all required gas safety checks have been carried out	100.00%	99.68% 60 properties
KPI 12	BS02	Fire - % of homes for which all required fire risk assessments have been carried out.	100.0%	99.01% 5 blocks
KPI 13	BS03	Asbestos - % of homes for which all required asbestos management surveys or re-inspections have been carried out	100.0%	99.89% 4 blocks
KPI 14	BS04	Legionella - % of homes for which all required legionella risk assessments have been carried out.	100.0%	98..59% 1 block
KPI 15	BS05	Lifts - % of homes for which all required communal passenger lift safety checks have been carried out.	100.0%	96.15% 1 lift
KPI 16	New in 24/25	Electrical certificates - % of homes for which all required electrical testing checks have been carried out.	100.0%	99.85% 30 properties
	New in 26/27	Damp and Mould - % of homes inspected within target timescales (10 days)	90.0%	81.0%

KPI 17		The average number of working days lost due to sickness absence per employee FTE	10.0	11.0
KPI 18		% of local expenditure - REVENUE	70.0%	63%
KPI 19	NM01	Number of: 1. anti-social behaviour cases, of which 2. anti-social behaviour cases that involve hate incidents opened per 1,000 homes.	58	63.8
KPI 19a	NM02	Number of 2. anti-social behaviour cases that involve hate incidents opened per 1,000 homes.	10	11
KPI 20		Number of tenants and residents helped into training, education or employment	100	90
KPI 21	TP01	Tenant satisfaction levels : % of respondents who report that they are satisfied with the overall service from their landlord.	81.0%	71.9%
KPI 22		Percentage of homes NOT maintaining Decent Homes standard	9.0%	3.3%
KPI 23	TP02	Tenant satisfaction with property condition : % of respondents who had a repair in last 12 months who are satisfied with the overall repairs service.	81.0%	71.9%
KPI 24		Energy efficiency of properties : Target: achieve EPC Level C by 2030	66.5%	59.9%
KPI 25	TP03	% of respondents who had a repair in the last 12 months who are satisfied with time taken to complete most recent repair	76%	68.4%
KPI 26	TP04	% of respondents who report that they are satisfied that their home is well maintained	79%	71.1%
KPI 27	TP05	% of respondents who report that they are satisfied that their home is safe	83%	74.7%
KPI 28	TP06	% of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them	72%	64.8%
KPI 29	TP07	% of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them	78%	70.2%
KPI 30	TP08	% of respondents who report that they agree their landlord treats them fairly and with respect	85%	76.5%
KPI 31	TP09	% of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling	42%	37.8%
KPI 32	TP10	% of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	73%	65.7%
KPI 33	TP11	% of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood	73%	65.7%
KPI 34	TP12	% of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour	68%	61.2%
KPI 35		Employee satisfaction with St Leger Homes as an employer - STAFF survey question	80%	74.7%
KPI 36		Employee turnover - voluntary and involuntary	15%	16.5%

1. KPI1 Rent Arrears %

KPI 1	% of Current Rent Arrears against Annual Debit
Owner	Head of Housing Management
Reporting	Monthly
Ambition	Lower is better

Objective / HouseMark Definition

- 1.1. This indicator calculates the outstanding balance of all current tenants at the end of the period as a percentage of the annual rent debit (excluding rent loss due to vacant dwellings) (for the current financial year).
- 1.2. This figure excludes arrears on rented garages.
- 1.3. Former tenant debts (even those which have followed a tenant to their current tenancy) are not included in this calculation.

KPI calculation

$$\frac{\text{Current tenant rent arrears at end of period}^{**}}{\text{Annual rent and service charges due (excluding rent lost due to vacant dwellings)}} \times 100$$

- 1.4. Annual rent debit = Rent due year to date, minus the void rent loss, divided by the number of weeks in the period (year to date) and multiplied by the number of weeks in the financial year

E.g. Rent arrears calculation at end of week 39

A	Rent arrears	£2,400,000
B	Rent due week 39 net of voids	£56,250,000
C	Arrears as at week	39
D	Full year	52
E = B / C * D	annualised rent debit	£75,000,000
= A / E	rent arrears KPI	3.20%

Current tenant arrears as a percentage of the annual rent debit – LCRA

Formula $(A \div (B - C)) \times 100$

Where

A = Current tenant arrears- end of period

B = Rent and service charges due for the period (whether property is occupied or not and excluding arrears brought forward)

C = Rent and service charges that could not be collected during the period due to empty dwellings

Applies to All landlords in England, Northern Ireland, Other.

Stock = Low Cost Rental Accommodation

Current tenant arrears- end of period

Gross current tenant arrears figure as at end of the period.

Court costs and separate sundry debts not directly part of the rent should be excluded

PROFILED TARGETS 26/27

KPI	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Targets	2.95%	3.00%	3.05%	3.10%	3.15%	3.20%	3.20%	3.25%	3.30%	3.20%	3.10%	2.95%
Tolerance	3.25%	3.30%	3.36%	3.41%	3.47%	3.52%	3.52%	3.58%	3.63%	3.52%	3.41%	3.25%

Tolerance is 10%

** End of the period is calculated to the nearest Sunday of the month due to the set-up of Open Housing

2. KPI2 Void rent loss % through vacant dwellings

KPI 2	Void rent loss % through vacant dwellings
Owner	Head of Repairs and Maintenance
Reporting	Monthly
Ambition	Lower is better

Objective / HouseMark Definition

- 2.1. This measure calculates the amount of rent lost through properties being vacant as a percentage of the total rent roll. We exclude properties earmarked for demolition as they would not be eligible for letting.
- 2.2. The rent roll is the total amount of potential rent collectable for the period for all dwellings managed by St. Leger Homes, if all dwellings had been occupied.
- 2.3. The information provided is calculated over short term voids and long term voids and excludes properties awaiting demolition
- 2.4. **NB :** The calculation was amended during 2025/26 - the VRL figure now excludes the repair period between purchase and repair end dates for acquisition properties. This is an accepted practice for CORE housing returns but differs to Housemark calculations which includes void rent periods on all properties

KPI calculation

- 2.5. Percentage of rent lost through dwellings being vacant

$$\frac{\text{Total amount of rent loss in the period}}{\text{total rent due from current stock}} \times 100$$

A	YTD Gross Void rent loss	£445,000
B	YTD Void rent loss from excluded properties	-£24,000
C = A - B	YTD Net Void rent loss	£421,000
D	YTD Rent debit	£63,500,000
= C / D	YTD Void Rent loss KPI	0.66%

PROFILED TARGETS 26/27

KPI	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Targets	0.80%	0.80%	0.80%	0.80%	0.80%	0.80%	0.80%	0.80%	0.80%	0.80%	0.80%	0.80%
Tolerance	0.88%	0.88%	0.88%	0.88%	0.88%	0.88%	0.88%	0.88%	0.88%	0.88%	0.88%	0.88%

Tolerance is 10%

Rent and service charges that could not be collected during the period due to empty dwellings. Also referred to as 'void rent loss', this should include rent lost on all void types. The dwelling may have been vacant for any reason, and includes most dwellings that are unavailable to let. If you have dwellings that are unavailable to let and excluded from the gross annual rent roll (policy voids), the rent and service charges should be zeroed out. For example, properties awaiting demolition.

Rent written off as a percentage of rent due – LCRA

Formula

$$(A \div B) \times 100$$

Where

A = Total rent and service charges which were actually written off as unrecoverable

B = Rent and service charges due for the period (whether property is occupied or not and excluding arrears brought forward)

3. KPI 3 Relet time for standard voids (days)

KPI 3	Relet time for standard voids (days)
Owner	Head of Repairs and Maintenance
Reporting	Monthly
Ambition	Lower is better

Objective / HouseMark Definition

- 3.1. This indicator measures the average time (in calendar days) to re-let vacant properties during the period benchmarked. It is calculated by dividing the total number of days standard re-let properties were vacant in the period, by the number of standard re-lets in the period.
- 3.2. Standard re-lets are voids that do not include 'Major Repairs'. The definition of major works is aligned with the statutory CORE lettings log, available from the CORE website. Major repairs are works which could not reasonably be carried out with a tenant in occupation, and which need to be carried out in a property while it is vacant. Other certain types of lettings are excluded from this indicator, in particular; first / new lets; mutual exchanges; successions; and other lettings excluded as per the CORE guidance
- 3.3. The number of days vacant of a standard re-let is the number of days between the tenancy end date and the tenancy start date. Note that the termination date does not count as one day. Hence if a tenancy ends on a Sunday and is let the following day, this counts as a 0 day re-let time. Negative re-let times cannot exist.
- 3.4. Count the days vacant for all 'standard' properties re-let in the period even if the tenancy end date was in a previous period. For example, if a tenancy terminated on 12 March and was re-let on 10 April, you would record the 28 days that the property was vacant in the April to June period
- 3.5. The rent roll is the total amount of potential rent collectable for the period for all dwellings managed by St. Leger Homes, if all dwellings had been occupied.
- 3.6. The information provided is calculated over short term voids and long term voids and excludes properties awaiting demolition

KPI calculation

- 3.7. Total number of days void / number of properties relet excluding properties that received major works

PROFILED TARGETS 26/27

KPI	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Targets	25.0	25.0	25.0	25.0	25.0	25.0	25.0	25.0	25.0	25.0	25.0	25.0
Tolerance	27.5	27.5	27.5	27.5	27.5	27.5	27.5	27.5	27.5	27.5	27.5	27.5

Tolerance is 10%

HouseMark currently measure re-lets in three different ways;

1. Average re-let times – standard re-lets (cumulative quarterly) - SLHD KPI
2. Average re-let times for major works (annual)
3. Average re-let times for all re-lets (annual)

4. KPI 4 Average Number of Nights in Hotel Accommodation (nights)

KPI 4	Number of nights in Hotel accommodation (nights)
Owner	Head of Access to Homes
Reporting	Monthly
Ambition	Lower is better

Objective / HouseMark Definition

- 4.1. The provision of emergency accommodation is important to ensure families are supported when they need it most.
- 4.2. Families should only be placed in temporary accommodation in an emergency and only then for no more than six weeks. It is expensive to house families in this way as well as disruptive for some of the families involved.
- 4.3. Whilst lower is usually thought to be better, there are some circumstances under which placing into B&B may be the right course of action for that person at that time.
- 4.4. This indicator is not measured by Housemark.

KPI calculation

- 4.5. The average length of stay of those leaving Hotel Accommodation during the month. This will exclude people transferring hotels and will reflect total nights placed in a hotel.

PROFILED TARGETS 26/27

KPI	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Targets	21.0	21.0	21.0	21.0	21.0	21.0	21.0	21.0	21.0	21.0	21.0	21.0
Tolerance	23.1	23.1	23.1	23.1	23.1	23.1	23.1	23.1	23.1	23.1	23.1	23.1

Tolerance is 10%

5. KPI 5 Percentage of settled accommodation at prevention stage

KPI 5	Percentage of settled accommodation at prevention stage
Owner	Head of Housing Options
Reporting	Monthly
Ambition	Higher is better

Objective / HouseMark Definition

- 5.1. This indicator is not measured by Housemark.
- 5.2. To ensure SLHD fulfils its statutory duties by providing support, guidance and assistance to those who are eligible, to improve their situation and to reduce the potential number of homeless.

KPI calculation

- 5.3. This KPI is aligned to and validated by DHLUC's Homelessness Case Level Information Collection (H-CLIC) Table P1 and measures :

'Total number of households whose prevention duty ended during the month and resulted in accommodation secured for 6+months'.

- 5.4. This is expressed as a percentage.

PROFILED TARGETS 26/27

KPI	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Targets	52%	52%	52%	52%	52%	52%	52%	52%	52%	52%	52%	52%
Tolerance	46.8%	46.8%	46.8%	46.8%	46.8%	46.8%	46.8%	46.8%	46.8%	46.8%	46.8%	46.8%

Tolerance is 10%

6. KPI 6 Number of Stage 1 and Stage 2 complaints pr 1,000 homes.

KPI 6	Number of Stage 1 and Stage 2 Complaints per 1,000 homes
Owner	Head of Customer Services
Reporting	Monthly
Ambition	Lower is better

This measure is aligned with the Regulator's TSM CH01 in that it has two elements :

- **SLHD measure all complaints received as the KPI**
- **SLHD also measures the TSM which is for complaints from RESIDENTS ONLY**

Objective / HouseMark / TSM Definition

- 6.1. SLHD aims to provide the highest standard of service to all our customers, however we accept, that on occasions, we may give them cause to complain.

KPI calculation

- 6.2. The definition of Stage 1 and 2 'complaints' is set out in the Housing Ombudsman's [Complaint Handling Code](#). (weblink here)
- 6.3. Every complaint must be allocated to a single benchmarked year based on the date the complaint was made.
- 6.4. The two metrics to be reported must be calculated as follows:

1. Stage one complaints

A. Number of stage one complaints made by tenants in the relevant stock type during the reporting year.

Divided by

B. Number of dwelling units owned of the relevant stock type at year end.

Multiplied by 1,000.

2. Stage two complaints. A. Number of stage two complaints made by tenants in the relevant stock type during the reporting year.

Divided by

B. Number of dwelling units owned of the relevant stock type at year end.

Multiplied by 1,000.

PROFILED KPI TARGETS 26/27 for ALL complaints received

KPI targets	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Stage 1	4.3	8.7	13.0	17.4	21.7	26.1	30.4	34.7	39.1	43.4	47.8	52.1
Stage 2	0.7	1.3	2.0	2.6	3.3	4.0	4.6	5.3	5.9	6.6	7.2	7.9
Stage 1+2	5.0	10.0	15.0	20.0	25.0	30.1	35.0	40.0	45.0	50.0	55.0	60.0
Tolerance 1	4.8	9.6	14.3	19.1	23.9	28.7	33.4	38.2	43.0	47.8	52.5	57.3
Tolerance 2	0.7	1.4	2.2	2.9	3.6	4.3	5.1	5.8	6.5	7.2	8.0	8.7
Tolerance 1+2	5.5	11.0	16.5	22.0	27.5	33.0	38.5	44.0	49.5	55.0	60.5	66.0

Tolerance is 10%

7. KPI 7 % of stage one and stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.

KPI 7	% of stage one and stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.
Owner	Head of Customer Services
Reporting	Monthly
Ambition	Higher is better

This measure is aligned with the Regulator's TSM CH02 but measures responses to ALL complaints and nit just residents

Objective / HouseMark / TSM Definition

- 7.1. SLHD aims to provide the highest standard of service to all our customers, however we accept, that on occasions, we may give them cause to complain. We aim to respond within our target timescales

KPI calculation

- 7.2. TSM calculations are

Number of stage one complaints made by tenants during the reporting year for the relevant stock type that were responded to within the Housing Ombudsman's Complaint Handling Code timescale

Divided by

Number of stage one complaints made by tenants in the relevant stock type during the reporting year.

Number of stage two complaints made by tenants during the reporting year for the relevant stock type that were responded to within the Housing Ombudsman's Complaint Handling Code timescale

Divided by

Number of stage two complaints made by tenants in the relevant stock type during the reporting year.

- 7.3. SLHD timescales and tolerances for responding are :

PROFIED TARGETS 26/27

KPI targets	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Stage 1	96.0%	96.0%	96.0%	96.0%	96.0%	96.0%	96.0%	96.0%	96.0%	96.0%	96.0%	96.0%
Stage 2	96.0%	96.0%	96.0%	96.0%	96.0%	96.0%	96.0%	96.0%	96.0%	96.0%	96.0%	96.0%
Stage 1+2	96.0%	96.0%	96.0%	96.0%	96.0%	96.0%	96.0%	96.0%	96.0%	96.0%	96.0%	96.0%
Tolerance 1	86.4%	86.4%	86.4%	86.4%	86.4%	86.4%	86.4%	86.4%	86.4%	86.4%	86.4%	86.4%
Tolerance 2	86.4%	86.4%	86.4%	86.4%	86.4%	86.4%	86.4%	86.4%	86.4%	86.4%	86.4%	86.4%
Tolerance 1+2	86.4%	86.4%	86.4%	86.4%	86.4%	86.4%	86.4%	86.4%	86.4%	86.4%	86.4%	86.4%

Tolerance is 10%

8. KPI 8 Tenancy Turnover %

This is a new KPI for 25/26

KPI 8 Tenancy turnover %
Owner Head of Housing Management
Reporting Monthly
Ambition Lower is better

Objective / HouseMark Definition

- 8.1. Provide a measure of how often properties are turning over, ie becoming void and then relet. A lower % indicates tenants more tenants are staying in their properties, thereby minimising void rent loss (KPI2) and reducing demand on relet times (KPI3).

KPI calculation

- 8.2. Tenancy turnover % is calculated as follows:

$$\frac{\text{Number of tenancies terminated during the period} * 100}{\text{Number of units in management}}$$

PROFILED TARGETS 26/27

KPI targets	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Target	0.46%	0.92%	1.38%	1.83%	2.29%	2.75%	3.21%	3.67%	4.13%	4.58%	5.04%	5.50%
Tolerance	0.50%	1.01%	1.51%	2.02%	2.52%	3.03%	3.53%	4.03%	4.54%	5.04%	5.55%	6.05%

Tolerance is 10%

9. KPI 9 % of repairs completed at first visit

KPI 9	% of repairs completed at first visit
Owner	Head of Repairs and Maintenance
Reporting	Monthly
Ambition	Higher is better

Objective / HouseMark Definition

- 9.1. To ensure that SLHD provide a value for money repairs service by having the correct equipment and parts for repairs without the need to make further journeys back to depot or have to return due to incorrect diagnosis.

KPI calculation

- 9.2. This is the number of responsive repairs completed by the operative without the need to return to the job because the repair was inaccurately diagnosed and / or the operative did not fix the problem, as a percentage of ALL responsive repairs completed (regardless of priority or batching). Include responsive repairs carried out to general needs, housing for older people and supported housing units.
- 9.3. A repair is considered fixed at first visit when the operative has attended the property, identified, diagnosed and remedied the fault (using van stock), and carried out any making good before leaving the property.
- 9.4. Multiple trades / types of work: Where the job requires multiple trades who may follow on from each other, then the work would still be considered completed at first visit so long as each of the trades / types of work were completed in one visit as planned.
- 9.5. Replacement parts: If the job required specific replacement parts and the operative needed to return a second time with the correct parts because they were not part of his/her van stock, then this would not count as completed at first visit.
- 9.6. No access: Where the operative is unable to gain access to the property, this will not be counted as a visit and should be excluded from the figures. Pre-inspections carried out for the sole purpose of accurately diagnosing the repair (and with no intention of repairing) do not count as a visit for the purposes of this indicator.
- 9.7. Excludes SLHD 'paper' completions

PROFILED TARGETS 26/27

KPI targets	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Target	94.0%	94.0%	94.0%	94.0%	94.0%	94.0%	94.0%	94.0%	94.0%	94.0%	94.0%	94.0%
Tolerance	84.6%	84.6%	84.6%	84.6%	84.6%	84.6%	84.6%	84.6%	84.6%	84.6%	84.6%	84.6%

Tolerance is 10%

10. KPI 10 % of emergency and non emergency repairs completed within target timescale.

KPI 10a	% of emergency repairs completed within target timescale.
KPI 10b	% of non emergency repairs completed within target timescale
KPI 10	% of emergency and non emergency repairs completed within target timescale
Owner	Head of Repairs and Maintenance
Reporting	Monthly
Ambition	Higher is better

This measure is aligned with the Regulator's RP parts 01 and 02

Objective / HouseMark / TSM Definition

10.1. To ensure that SLHD provide a value for money repairs service

KPI calculation

10.2. The formula is the same for both emergency and non emergency repairs

Formula
 $(A / B) \times 100$

Where

A = Number of emergency/non emergency responsive repairs completed within your target timescale during the reporting year

B = Number of emergency/non emergency responsive repairs completed during the reporting year

10.3. A responsive repair is a reported defect to the property occupied by one or more tenants that is the landlord's responsibility to make good. It includes any such repairs within individual dwelling units, as well as communal areas or other parts of buildings that are occupied by at least one tenant. It does not include any repairs that are part of planned or cyclical works.

10.4. 'Non-emergency' refers to responsive repairs that are not categorised as an emergency when the work is logged on your systems.

PROFILED TARGETS 26/27

KPI targets	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Emergency	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%
Non Emergency	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%
Combined	88%	88%	88%	88%	88%	88%	88%	88%	88%	88%	88%	88%
Tolerance a	85.5%	85.5%	85.5%	85.5%	85.5%	85.5%	85.5%	85.5%	85.5%	85.5%	85.5%	85.5%
Tolerance b	76.5%	76.5%	76.5%	76.5%	76.5%	76.5%	76.5%	76.5%	76.5%	76.5%	76.5%	76.5%
Combined	79.2%	79.2%	79.2%	79.2%	79.2%	79.2%	79.2%	79.2%	79.2%	79.2%	79.2%	79.2%

Tolerance is 10%

11. KPI 11, 12, 13, 14, 15 and 16 Building Safety KPIs

KPI 11 Gas	(TSM BS01)
KPI 12 Fire	(TSM BS02)
KPI 13 Legionella	(TSM BS03)
KPI 14 Asbestos	(TSM BS04)
KPI 15 Communal Lift	(TSM BS05)
KPI 16 Electrical testing EICR	not a TSM
Damp and Mould Inspections	New KPI for 26/27

Owner	Head of Building Safety
Reporting	Monthly
Ambition	Higher is better

Objective / HouseMark Definition

- 11.1. SLHD has legal and regulatory obligations to ensure compliance with all building safety requirements, such as ensuring all properties with gas appliances are visited annually and hold a valid certificate (CP12).
- 11.2. In addition to the historical gas compliance target, KPIs are now in place from 24/25 onwards in relation to Fire, Legionella, Asbestos and Communal lifts.
- 11.3. These new measures are part of the Regulator's TSMs, as indicated above

KPI calculation

- 11.4. The formulae for each of the six KPIs are set out below.

Please note : Due to the complexities of collating the relevant data, on a monthly basis during the year, the building safety KPIs may be calculated using appropriate block or property data rather than 'dwelling unit' data as defined by the TSMs. It would not always be possible or practical, within the timeframes available, to accurately report all building safety dwelling unit numbers. Any possible differences in year between the KPI and TSM calculations would be negligible and not impact on tolerances. However, the year-end KPIs will be calculated based on dwelling unit numbers. For completeness, this would also be reconciled with block/property data calculations as additional data validation

- 11.5. **Gas** : Proportion of homes for which all required gas safety checks have been carried out.
A. Number of **dwelling units** owned for which all required gas safety checks were carried out and recorded as at year end.
Divided by
B. Number of **dwelling units** owned for which gas safety checks were required to have been carried out as at year end.
Multiplied by 100

NB – Per TSM definition guidelines, gas safety checks relating to a dwelling unit include all checks required both inside the dwelling and on any communal or relevant part that serves the dwelling. For example, if a gas safety check is required on a communal boiler that serves a number of relevant dwelling units, providers must ensure that this check is carried out to be able to report compliance for these units. District Heating units must therefore be included in the calculations

12. **Fire** : Proportion of homes for which all required fire risk assessments have been carried out.
- A. Number of **dwelling units** owned within properties that required an FRA for which all required FRAs were carried out and recorded as at year end.
- Divided by
- B. Number of **dwelling units** owned within properties for which an FRA was required to have been carried out as at year end.
- Multiplied by 100

NB – Per TSM definition guidelines Providers must ensure that all statutory obligations in relation to carrying out FRAs for a particular property were met, and that these were appropriately recorded, in order to report compliance for the dwelling units in that property in item A above. This includes statutory obligations for keeping FRAs up-to-date through interim reviews, but not the completion of remedial actions that may be identified in FRAs. Although this TSM does not measure remedial actions, providers must of course ensure that these are carried out as required.

A 'property' in this context means a building that requires an FRA – this is typically a building with two or more dwelling units and at least one communal part (e.g. a tower block). All communal parts (e.g. lifts, stairwells etc.) and other relevant parts of the property (e.g. storage rooms, external wall systems, balconies and flat front doors etc.) which are required to be included within the scope of FRAs must be covered. If multiple FRAs were required for a property, providers must have ensured that all these FRAs were carried out in order to report compliance for the dwelling units within this property – dwelling units must not be double counted in either part A or B of the TSM calculation. Any vacant LCRA or LCHO dwelling units within each property must be included within the calculation of this TSM.

13. **Asbestos** : Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.
- A. Number of **dwelling units** owned within properties that required an asbestos management survey or re-inspection for which all required asbestos management surveys or re-inspections were carried out and recorded as at year end.
- Divided by
- B. Number of **dwelling units** owned within properties for which an asbestos management survey or re-inspection was required to have been carried out as at year end
- Multiplied by 100

NB – Per TSM definition guidelines Providers must ensure that all statutory obligations in relation to carrying out asbestos management surveys or re-inspections for a particular property were met, and that these were appropriately recorded, in order to report compliance for the dwelling units in that property in item A above. This includes statutory obligations for keeping surveys and re-inspections up-to-date but not the completion of remedial actions that may be identified (except for those related to re-inspection specifically). Although this TSM does not measure remedial actions more generally, providers must of course ensure that these are carried out as required.

A 'property' in this context means a building that requires asbestos management surveys or re-inspections. The calculation of this TSM must reflect all asbestos management surveys or re-inspections required for each property in which there are one or more relevant dwelling units owned by the provider, including surveys or re-inspections for which a third party is responsible. This may include, for example, where the provider owned LCRA and/or LCHO units in a property owned by a third-party landlord. In these circumstances, a dwelling unit must not be counted within item A of the TSM calculation if the provider was not able to obtain evidence or otherwise make sure that all required asbestos management surveys or re-inspections were carried out for the property the dwelling unit is in. Any vacant LCRA or LCHO dwelling units within each property must be included within the calculation of this TSM

14. **Legionella** : Proportion of homes for which all required legionella risk assessments have been carried out.
A. Number of **dwelling units** owned for which all required legionella risk assessments (LRAs) were carried out and recorded as at year end. Divided by
B. Number of **dwelling units** owned for which an LRA was required to have been carried out as at year end
Multiplied by 100

NB – Per TSM definition guidelines In order to report that all required LRAs were carried out for a particular dwelling unit, providers must ensure that all statutory obligations in relation to carrying out LRAs relating to this unit were met and were appropriately recorded. This includes statutory obligations for keeping LRAs up-to-date but not the completion of remedial actions that may be identified in LRAs (except for those relating to re-inspection specifically). Although this TSM does not measure remedial actions more generally, providers must of course ensure that these are carried out as required.

LRAs relating to a dwelling unit include all LRAs or re-inspections required both within the dwelling and on any communal or other relevant parts of the property that serve the dwelling. This includes hot and cold water systems which serve dwelling, whether or not such systems are communal, or only serve the dwelling. For example, if an LRA is required on a communal water tank that serves a number of relevant dwelling units, providers must ensure that this LRA is carried out to be able to report that all required LRAs have been carried out for these dwelling units. If multiple LRAs were required for a dwelling unit (e.g. within the dwelling and on a related communal part), providers must have ensured that all these checks were carried out to report compliance – dwelling units must not be double counted in either part A or B of the TSM calculation.

15. **Communal Lifts** : Proportion of homes for which all required **communal passenger lift** safety checks have been carried out.
A. Number of **dwelling units** owned within properties with communal passenger lifts for which all Lifting Operations and Lifting Equipment Regulations (LOLER) inspection reports were carried out and recorded as at year end.
Divided by:
B. Number of **dwelling units** owned within properties with communal passenger lifts as at year end.
Multiplied by 100

NB – Per TSM definition guidelines In order to report that all LOLER inspection reports have been carried out for a particular property – and therefore for the dwelling units in that property – providers must ensure that LOLER inspection reports had been carried out for every communal lift within the property and that these were appropriately recorded. ‘LOLER’ refers to the Lifting Operations and Lifting Equipment Regulations 1998. For the purposes of this TSM, carrying out a LOLER inspection report for a communal passenger lift means meeting the requirements of LOLER in relation to examinations and inspections as if the lift were subject to those requirements. This is irrespective of whether the requirements of LOLER strictly apply or not. This includes the requirements of LOLER in relation to keeping examination and inspection reports up-to-date, but not the completion of remedial actions that may be identified in inspection reports. Although this TSM does not measure remedial actions, providers must of course ensure that these are carried out as required.

A communal passenger lift within a property is a lift provided for use of the occupants of a dwelling unit in common with the occupants of at least one other unit in the property. In this context, a property is a building with at least one such communal lift (e.g. a tower block).

The calculation of this TSM must reflect LOLER inspection reports on all communal passenger lifts in properties in which there are one or more relevant dwelling units owned by the provider

16. **Electrical testing** : Domestic properties with a satisfactory EICR up to five years old %
 A. Number of **dwelling units** owned for which all required electrical safety checks were carried out and recorded as at year end.
 Divided by
 B. Number of **dwelling units** owned for which electrical safety checks were required to have been carried out as at year end.
 Multiplied by 100

NEW FOR 26/27

PROFILED TARGETS 26/27

[illegible]

Tolerances for the Damp and mould inspections within 10 day target timescales is 10%

17. KPI 17 Days lost through sickness per FTE.

KPI 17 Days lost through sickness per FTE
Owner Head of HR and OD
Reporting Monthly
Ambition Lower is better

Objective / HouseMark Definition

17.1. This measure enables St. Leger Homes to monitor the level of sickness absence within the organisation. It is an important efficiency measure as significant productivity gains can be made by tackling absenteeism.

KPI calculation

17.2. The total number of days lost due to sickness absence across the whole of the workforce. It should include all types of short and long term sickness absence, including industrial injury, and irrespective of whether this is self-certified, certified by a GP, or a long-term absence. Days lost due through sickness due to disability or long term sickness should be included even if the employee is not paid.

17.3. A full day of sickness absence counts as one day even if the employee is part time. Therefore, an employee working two days a week, who is on sick leave for a week, counts as having taken two days sick leave.

17.4. All permanent employees should be included. Agency staff and staff on maternity/paternity leave should be excluded. Temporary staff or staff on fixed-term contracts who have been employed by the organisation for over a year should be considered permanent.

17.5. Working days means days scheduled for work after holidays/leave days have been excluded.

17.6. Where an employee reports sick part way through a working day, the information should be recorded to the nearest half-day / shift.

17.7. Sickness calculation is consistent with CDC :

$$\text{Average Sick Days Lost per FTE} = \frac{\text{FTE Sick Days Lost for the previous 12 months}}{\text{FTE for the month we are reporting}}$$

PROFILED TARGETS 26/27

KPI targets	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Target	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0
Tolerance	11.0	11.0	11.0	11.0	11.0	11.0	11.0	11.0	11.0	11.0	11.0	11.0

Tolerance is 10%

18. KPI 18 % of local expenditure - REVENUE ONLY

KPI 17 % of local expenditure - REVENUE
Owner Head of Finance and Business Assurance
Reporting Monthly
Ambition Higher is better

Objective / HouseMark Definition

18.1. SLHD contributes to the local economy as a procurer of contracts from local suppliers, which results in spend within the local economy. This has a multiplier effect benefitting the local economy and contributes to providing local employment and investment in training, increasing skill levels within Doncaster, the majority of this investment continuing to benefit Doncaster even when staff members move on, as the skills are retained in the Borough.

18.2. The definition is a business with an office or premises within the Doncaster boundary. To identify these local companies, Accounts Payable data is used, i.e. invoice data, boundary information (i.e. all postcodes in Doncaster, NOT all DN postcodes) and NNDR (business rates) information.

18.3. There is no Housemark definition

KPI calculation

18.4. % of all contracted spend against contracted revenue spend from companies in Doncaster

PROFILED TARGETS 26/27

KPI targets	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Target	70%	70%	70%	70%	70%	70%	70%	70%	70%	70%	70%	70%
Tolerance	63%	63%	63%	63%	63%	63%	63%	63%	63%	63%	63%	63%

Tolerance is 10%

19. KPI 19 NM01 Number of: 1. anti-social behaviour cases, of which 2. anti-social behaviour cases that involve hate incidents opened per 1,000 homes.

KPI 19 NM01 Number of: 1. anti-social behaviour cases, of which 2. anti-social behaviour cases that involve hate incidents opened per 1,000 homes

Owner Head of Housing Management

Reporting Monthly

Ambition Lower is better

Objective / HouseMark / TSM Definition

19.1. St Leger Homes takes anti-social behaviour (ASB) very seriously and we understand how upsetting it can be. Every case that is reported to us gets thoroughly investigated, and can result in legal action being taken.

19.2. ASB includes all 'conduct that has caused, or is likely to cause, harassment, alarm or distress to any person; conduct capable of causing nuisance or annoyance to a person in relation to that person's occupation of residential premises; or conduct capable of causing housing-related nuisance or annoyance to any person'.

KPI calculation

19.3. The two metrics to be reported must be calculated as follows:

1. Anti-social behaviour cases

A. Total number of anti-social behaviour cases opened by or on behalf of the provider during the reporting year (including any ASB cases that involve hate incidents).

Divided by

B. Number of dwelling units owned of the relevant social housing stock at year end. Multiplied by 1,000.

2. Anti-social behaviour cases that involve hate incidents

A. Number of anti-social behaviour cases (as reported in part 1) that involve hate incidents opened by or on behalf of the provider during the reporting year.

Divided by B.

Number of dwelling units owned of the relevant social housing stock at year end. Multiplied by 1,000

PROFILED TARGETS 26/27

KPI targets	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
In month	4.0	6.1	7.6	5.1	5.3	5.5	4.8	4.3	2.7	3.1	4.8	5.0
Target 1 ytd	4.0	10.1	17.7	22.8	28.1	33.6	38.4	42.4	45.1	48.2	53.0	58.0
Target 2 ytd	0.8	1.6	2.5	3.4	4.3	5.2	6.0	6.8	7.6	8.4	9.2	10.0
Tolerance 1	4.4	11.1	19.5	25.1	30.9	37.0	42.2	46.6	49.6	53.0	58.3	63.8
Tolerance 2	0.9	1.7	2.8	3.8	4.9	5.8	6.6	7.6	8.4	9.3	10.1	11.0

Profile is based on 23/24 data

Tolerance is 10%

20. KPI 20 Number of tenants and residents helped into training, education or employment

KPI 20 Number of tenants and residents helped into training, education or employment
Owner Head of HR&OD
Reporting Monthly
Ambition Higher is better

Objective / HouseMark / TSM Definition

20.1. Provide training, support and guidance to our customers to enhance their employment prospects to enable them to achieve their full potential.

KPI calculation

20.2. The definition is the number of tenants/residents who start a training course or enter into education or employment due to the help of SLHD.

Cumulative target

PROFILED TARGETS 26/27

KPI targets	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Target	4	6	12	16	20	49	53	69	73	77	81	100
Tolerance	3.6	5.4	10.8	14.4	18.0	44.1	47.7	62.1	65.7	69.3	72.9	90

Tolerance is 10%

ANNUAL KPIs

21. KPI 21 TP01 Tenant satisfaction levels : % of respondents who report that they are satisfied with the overall service from their landlord

KPI 21 TP01 Tenant satisfaction levels : % of respondents who report that they are satisfied with the overall service from their landlord

Owner Head of Customer Services

Reporting Annual

Ambition Higher is better

Objective / HouseMark / TSM Definition

21.1. Ensure that SLHD is providing a value for money service by identifying areas of improvement for the benefit of the customer.

KPI calculation

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

A. Number of respondents (weighted where required) who reported they are very satisfied.

FIRST added to A. Number of respondents (weighted where required) who reported they are fairly satisfied.

THEN divided by B. Number of respondents (weighted where required) who answered the question (not including any tenants who gave an unprompted not known or not applicable response).

Multiplied by 100

Cumulative target

KPI targets	Mar
Annual Target	81.0%
Tolerance	72.9%

Tolerance is 10%

22. KPI 22 RP01 Percentage of homes NOT maintaining Decent Homes standard

KPI 22 RP01 Percentage of homes NOT maintaining Decent Homes standard

Owner Head of Asset Management

Reporting Quarterly

Ambition Lower is better

Objective / HouseMark / TSM Definition

22.1. Provide decent homes to improve the standard of living for our tenants by maintaining homes they are proud to live in and are cost effective as well as contributing to the overall condition of their neighbourhood.

KPI calculation

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

A. Number of dwelling units owned to which the Decent Homes Standard applied which failed the Decent Homes Standard at year end.

Divided by

B. Number of dwelling units owned to which the Decent Homes Standard applied at year end.

Multiplied by 100

Quarterly target

KPI targets	Mar
Annual Target	9%
Tolerance	9.9%

Tolerance is tbc

23. KPI 23 TP02 Tenant satisfaction with property condition : % of respondents who had a repair in last 12 months who are satisfied with the overall repairs service.

KPI 22 TP02 Tenant satisfaction with property condition : % of respondents who had a repair in last 12 months who are satisfied with the overall repairs service.

Owner Head of Customer Services

Reporting Annual

Ambition Higher is better

Objective / HouseMark / TSM Definition

23.1. To provide homes that our customers are happy and proud to live in. To improve services based on customer feedback.

KPI calculation

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

A. Number of respondents (weighted where required) who reported they are **very satisfied**. FIRST added to

B. Number of respondents (weighted where required) who reported they are **fairly satisfied**. THEN DIVIDED BY

C. Number of respondents (weighted where required) who answered the question (not including any tenants who reported they have not received a repair in the last 12 months or who gave an unprompted not known or not applicable response).

Multiplied by 100

Annual target

KPI targets	Mar
Annual Target	81%
Tolerance	72.9%

Tolerance is 10%

24. KPI 24 Energy efficiency % of Properties with an EPC of C or above

KPI 23 % of Properties with an EPC of C or above
Owner Head of Asset Management
Reporting Annual
Ambition Higher is better

Objective / HouseMark / TSM Definition

24.1. SLHD are committed to actively seeking solutions to reduce the environmental impact of the whole business

24.2. There is no Housemark definition using EPC. Housemark measures use SAP

KPI calculation

24.3. A property's SAP rating provides it's EPC banding. The table below details the bandings. SLHD are working towards all properties having an EPC in band C or above.

SAP Rating Score	EPC Banding
1-20	G
21-38	F
39-54	E
55-68	D
69-80	C
81-91	B
92-100	A

24.4. Stock condition data is provided to DMBC from the Asset Management team and the SAP rating for each property is calculated using CDC's software

Annual target

KPI targets	Mar
Annual Target	66.5%
Tolerance	59.9%

Tolerance is 10%

TENANT PERCEPTION KPIs - SURVEY

1. The remaining KPIs are measured by Tenant Perception Surveys and will be captured using the Regulator's definitions as set out in the technical requirements here

[Annex 4 TSM Technical Requirements \(publishing.service.gov.uk\)](https://publishing.service.gov.uk)

2. The remaining KPIs are measured by Tenant Perception Surveys and will be captured using the Regulator's definitions as set out in the technical requirements here

3. **KPI 24 TP03** % of respondents who had a repair in the last 12 months who are satisfied with time taken to complete most recent repair

A. Number of respondents (weighted where required) who reported they are very satisfied.

FIRST added to

B. Number of respondents (weighted where required) who reported they are fairly satisfied.

THEN divided by

C. Number of respondents (weighted where required) who answered the question (not including any tenants who reported they have not received a repair in the last 12 months or who gave an unprompted not known or not applicable response).

Multiplied by 100

NB – Per TSM definition guidelines Providers must use question wording and response options set out in Table 2 in Tenant Satisfaction Measures: Tenant Survey Requirements. This means that the question wording must be as follows – ‘Has [your landlord] carried out a repair to your home in the last 12 months?’ If yes, ‘How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?’ – and that providers must not include a ‘don’t know’, ‘not applicable’ or similar response when asking this question. They must however allow tenants who answer in this way unprompted to move on with the other questions in the survey

4. **KPI 25 TP04** % of respondents who report that they are satisfied that their home is well maintained

A. Number of respondents (weighted where required) who reported they are very satisfied.

FIRST added to

B. Number of respondents (weighted where required) who reported they are fairly satisfied.

THEN divided by

C. Number of respondents (weighted where required) who answered the question (not including any tenants who gave an unprompted not known or not applicable response). Multiplied by 100

NB – Per TSM definition guidelines Providers must use question wording and response options set out in Table 2 in Tenant Satisfaction Measures: Tenant Survey Requirements. This means that the question wording must be as follows – ‘How satisfied or dissatisfied are you that [your landlord] provides a home that is well maintained?’ – and that providers must not include a ‘don’t know’, ‘not applicable’ or similar response when asking this question. They must however allow tenants who answer in this way unprompted to move on with the other questions in the survey

5. KPI 26 TP05 % of respondents who report that they are satisfied that their home is safe

A. Number of respondents (weighted where required) who reported they are very satisfied.

FIRST added to

B. Number of respondents (weighted where required) who reported they are fairly satisfied.

THEN divided by

C. Number of respondents (weighted where required) who answered the question (not including any tenants who answered 'not applicable/ don't know').

Multiplied by 100

NB – Per TSM definition Providers must use question wording and response options set out in Table 2 in Tenant Satisfaction Measures: Tenant Survey Requirements. This means that the question wording must be as follows – “Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that [your landlord] provides a home that is safe?” – and that providers must include a 'not applicable / don't know' response when asking this question

6. KPI 27 TP06 % of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them

A. Number of respondents (weighted where required) who reported they are very satisfied.

FIRST added to

B. Number of respondents (weighted where required) who reported they are fairly satisfied.

THEN divided by

C. Number of respondents (weighted where required) who answered the question (not including any tenants who answered 'not applicable/ don't know').

Multiplied by 100.

NB – Per TSM definition Providers must use question wording and response options set out in Table 2 in Tenant Satisfaction Measures: Tenant Survey Requirements. This means that the question wording must be as follows – ‘How satisfied or dissatisfied are you that [your landlord] listens to your views and acts upon them?’ and that providers must include a 'not applicable / don't know' response when asking this question.

7. KPI 28 TP07 % of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them

A. Number of respondents (weighted where required) who reported they are very satisfied.

FIRST added to

B. Number of respondents (weighted where required) who reported they are fairly satisfied.

THEN divided by

C. Number of respondents (weighted where required) who answered the question (not including any tenants who answered 'not applicable/ don't know').

Multiplied by 100.

NB – Per TSM definition Providers must use question wording and response options set out in Table 2 in Tenant Satisfaction Measures: Tenant Survey Requirements. This means that the question wording must be as follows – ‘How satisfied or dissatisfied are you that [your landlord] keeps you informed about things that matter to you?’ – and that providers must include a 'not applicable / don't know' response when asking this question

8. KPI 29 TP08 % of respondents who report that they agree their landlord treats them fairly and with respect

- A. Number of respondents (weighted where required) who reported they strongly agreed. FIRST added to
 - B. Number of respondents (weighted where required) who reported they agreed. THEN divided by
 - C. Number of respondents (weighted where required) who answered the question (not including any tenants who answered 'not applicable/ don't know').
- Multiplied by 100

NB – Per TSM definition Providers must use question wording and response options set out in Table 2 in Tenant Satisfaction Measures: Tenant Survey Requirements. This means that the question wording must be as follows – 'To what extent do you agree or disagree with the following "[my landlord] treats me fairly and with respect"?' – and that providers must include a 'not applicable / don't know' response when asking this question.

9. KPI 30 TP09 % of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling

- A. Number of tenants (weighted where required) who reported they made a complaint in the last 12 months and are very satisfied. FIRST added to
 - B. Number of tenants (weighted where required) who reported they made a complaint in the last 12 months and are fairly satisfied.
- THEN divided by
- C. Number of respondents (weighted where required) who reported they made a complaint in the last 12 months (not including any tenants who reported making a complaint and gave an unprompted not known or not applicable response to the second part of the question). Multiplied by 100.

NB – Per TSM definition Providers must use question wording and response options set out in Table 2 in Tenant Satisfaction Measures: Tenant Survey Requirements. This means that the question wording must be as follows – 'Have you made a complaint to [your landlord] in the last 12 months? If yes, 'How satisfied or dissatisfied are you with [your landlord]'s approach to complaints handling?' – and that providers must not include a 'don't know', 'not applicable' or similar response when asking this question. They must however allow tenants who answer in this way unprompted to move on with the other questions in the survey.

10. KPI 31 TP10 % of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.

- A. Number of respondents (weighted where required) who reported they live in a building with communal areas and are very satisfied. FIRST added to
 - B. Number of respondents (weighted where required) who reported they live in a building with communal areas and are fairly satisfied. THEN divided by
 - C. Number of respondents (weighted where required) who reported that they live in a building with communal areas (not including any tenants who reported they have a communal area and gave an unprompted not known or not applicable response to the second part of the question).
- Multiplied by 100

NB – Per TSM definition Providers must use question wording and response options set out in Table 2 in Tenant Satisfaction Measures: Tenant Survey Requirements. This means that the question wording must be as follows – ‘Do you live in a building with communal areas, either inside or outside, that [your landlord] is responsible for maintaining?’, If yes, ‘How satisfied or dissatisfied are you that [your landlord] keeps these communal areas clean and well maintained?’ – and that providers must include a ‘don’t know’ response when asking the first part of this question. Provider must not include a ‘don’t know’, ‘not applicable’ or similar response when asking the second part of the question. They must however allow tenants who answer in this way unprompted to move on with the other questions in the survey. Providers must ensure that, as far as possible, survey responses used to calculate tenant perception measures are representative of the relevant tenant population. Further requirements on how providers must do this, including using weighting where appropriate, are set out in Tenant Satisfaction Measures: Tenant Survey Requirements. These requirements relate to total survey responses, as defined in that document, rather than responses to each individual TSM question

11. KPI 32 TP11 % of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood

A. Number of respondents (weighted where required) who reported they are very satisfied.

FIRST added to

B. Number of respondents (weighted where required) who reported they are fairly satisfied.

THEN divided by

C. Number of respondents (weighted where required) who answered the question (not including any tenants who answered ‘not applicable/ don’t know’).

Multiplied by 100.

NB – Per TSM definition Providers must use question wording and response options set out in Table 2 in Tenant Satisfaction Measures: Tenant Survey Requirements. This means that the question wording must be as follows – ‘How satisfied or dissatisfied are you that [your landlord] makes a positive contribution to your neighbourhood?’ – and that providers must include a ‘not applicable / don’t know’ response when asking this question

12. KPI 33 TP12 % of respondents who report that they are satisfied with their landlord’s approach to handling anti-social behaviour

A. Number of respondents (weighted where required) who reported they are very satisfied.

FIRST added to

B. Number of respondents (weighted where required) who reported they are fairly satisfied.

THEN divided by

C. Number of respondents (weighted where required) who answered the question (not including any tenants who answered ‘not applicable/ don’t know’).

Multiplied by 100.

NB – Per TSM definition Providers must use question wording and response options set out in Table 2 in Tenant Satisfaction Measures: Tenant Survey Requirements. This means that the question wording must be as follows – ‘How satisfied or dissatisfied are you with [your landlord]’s approach to handling anti-social behaviour?’ – and that providers must include a ‘not applicable / don’t know’ response when asking this question.