

	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)	75.7	58.0	50.7	-17.7	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)	8.2	6.1	3.1	-2.1	Worse
CH02	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	99.70%	99.50%	91.90%	0.20%	Better
CH02	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	97.60%	95.80%	86.90%	1.80%	Better
CH02	Proportion of stage one and stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	99.50%	99.10%	89.30%	0.40%	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.	7.78%	5.53%	3.05%	-2.25%	Worse
RP02 (pt1)	Proportion of non-emergency responsive repairs completed within the landlord's target timescale.	67.60%	68.70%	62.80%	-1.10%	Worse
RP02 (pt2)	Proportion of emergency responsive repairs completed within the landlord's target timescale.	92.20%	82.50%	81.50%	9.70%	Better
RP02	Proportion of emergency and non emergency responsive repairs completed within the landlord's target timescale.	75.30%	73.10%	69.50%	2.20%	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	80.50%	81.00%	75.60%	-0.50%	Worse
TP02	% respondents who had a repair in last 12 months are satisfied with the overall repairs service	80.10%	81.50%	79.60%	-1.40%	Worse
TP03	% respondents who had a repair in the last 12 months are satisfied with time taken to complete most recent	72.50%	75.60%	72.60%	-3.10%	Worse
TP04	% respondents who are satisfied that their home is well maintained	81.20%	82.00%	75.90%	-0.80%	Worse
TP05	% respondents who are satisfied that their home is safe	86.20%	86.30%	84.90%	-0.10%	Worse
TP06	% respondents who are satisfied that their landlord listens to tenants views and acts upon them	76.30%	75.40%	71.60%	0.90%	Better
TP07	% respondents who are satisfied that their landlord keeps them informed about things that matter to them	85.00%	81.10%	79.30%	3.90%	Better
TP08	% respondents who agree their landlord treats them fairly and with respect	89.70%	87.70%	89.80%	2.00%	Better
TP09	% respondents who report making a complaint in last 12 months are satisfied with the approach to complaints handling	45.00%	37.30%	29.70%	7.70%	Better
TP10	% respondents who are satisfied that their landlord keeps communal areas clean and well maintained	75.40%	72.10%	66.50%	3.30%	Better
TP11	% respondents who are satisfied that their landlord makes a positive contribution to the neighbourhood	77.80%	80.90%	76.70%	-3.10%	Worse
TP12	% respondents who are satisfied with their landlord's approach to handling anti-social behaviour	72.30%	73.00%	69.10%	-0.70%	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 ?	86.70%	87.40%	no data	-0.70%	Worse
n/a	How satisfied are you that the organisation provides opportunities to participate in the decision-making process ?	84.40%	83.60%	no data	0.80%	Better
n/a	How satisfied or dissatisfied are you St Leger Homes is fair and equitable when providing access to and delivering housing services ?	89.30%	86.50%	no data	2.80%	Better