

	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)	58.3	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)	6.3	3.1	3.2	↓
CH02	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	99.5%	91.9%	7.6%	↑
CH02	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	95.8%	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%	↑