

Quarterly Performance Update

Tenant Satisfaction Measures (TSMs)
Quarter 1 2025/26

Tenant Satisfaction Measures

Tenant Satisfaction Measures are a set of performance metrics introduced by the Regulator of Social Housing in April 2023.

There are **22** measures in total, split into two types:

Management Performance Measures – factual, number-based metrics based on data

Tenant Perception Measures – collected via surveys capturing how tenants feel about our services

The data that follows reflects our most recent performance against these metrics.

Management Information Measures – Q1 2025/26

Regulator for Social Housing Measures	Q1 2025/26 (Actual)	Q1 2025/26 (Target)
BS01: Percentage of dwellings with a valid gas certificate	100.00%	100.00%
BS02: Percentage of dwellings with a valid Fire Risk Assessment	100.00%	100.00%
BS03: Percentage of properties that require an annual asbestos inspection / survey	100.00%	100.00%
BS04: Percentage of sites with valid legionella inspections certificate	100.00%	100.00%
BS05: Percentage of domestic passenger lifts with an in date LOLER inspection	100.00%	100.00%
CH01 (part 1): Number of stage one complaints made by tenants	134	-
CH02 (part 1): Number of stage one complaints made by tenants and responded to within CH Timescale	125	-
CH01 (part 2): Number of stage two complaints made by tenants	34	-
CH02 (part 2): Number of stage two complaints made by tenants and responded to within CH Timescale	28	-
Rep1: Proportion of emergency responsive repairs completed within target timescale	98.3%	99.00%
Rep2: Proportion of non-emergency (Routine and Urgent) responsive repairs completed within target	94.88%	95.00%
NM01 (part 1): ASB cases opened by or on behalf of the provider during the reporting year	44	-
NM01 (part 2): ASB cases that involve hate incidents opened by or on behalf of the provider during the reporting year	1	-

 Meeting Target
  Amber Status
  Red Status
  Baseline Measure

Tenant Perception Measures – Q1 2025/26

Question		Previous Year 2024/25	% Difference	Q1 2025/26
TP01	Overall satisfaction (n 250)	66.9%	+3.5%	70.4%
TP02	Repairs service overall	70.8%	+3.7%	74.5%
TP03	Speed of repairs	64.4%	+4.4%	68.8%
TP04	Home is well-maintained	67.7%	+0.8%	68.5%
TP05	Home is safe	76.4%	+3.4%	79.8%
TP06	Listens to views and acts	55.1%	+4.4%	59.5%
TP07	Keeps tenants informed	61.6%	+7.0%	68.6%
TP08	Treats tenants fairly and with respect	73.3%	+6.0%	79.3%
TP09	Complaint handling	34.1%	+4.5%	38.6%
TP10	Communal areas are clean and well-maintained	64.0%	+0.5%	64.5%
TP11	Contribution to neighbourhood	63.1%	+15.4%	78.5%
TP12	ASB handling	57.9%	+10.0%	67.9%