

Quarterly Performance Update

Tenant Satisfaction Measures (TSMs)
Quarter 2 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 – Q2 2025/26

Regulator for Social Housing Measures	Q2 2025/26 (Actual)	Q2 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	156	-
CH02 (part 1): Number of stage one complaints made by tenants and responded to within CH Timescale	142	-
CH01 (part 2): Number of stage two complaints made by tenants	35	-
CH02 (part 2): Number of stage two complaints made by tenants and responded to within CH Timescale	23	-
Rep1: Proportion of emergency responsive repairs completed within target timescale	99.1%	99.00%
Rep2: Proportion of non-emergency (Routine and Urgent) responsive repairs completed within target	94.6%	95.00%
NM01 (part 1): ASB cases opened by or on behalf of the provider during the reporting year	30	-
NM01 (part 2): ASB cases that involve hate incidents opened by or on behalf of the provider during the reporting year	3	-

● Meeting Target

● Amber Status

● Red Status

● Baseline Measure

Tenant Perception Measures – Q2 2025/26

Question		Q2 2025/26	% Difference	Q1 2025/26
TP01	Overall satisfaction (n 250)	58.9%	-11.5%	70.4%
TP02	Repairs service overall	68.0%	-6.5%	74.5%
TP03	Speed of repairs	57.1%	-11.7%	68.8%
TP04	Home is well-maintained	61.2%	-7.3%	68.5%
TP05	Home is safe	68.8%	-11.0%	79.8%
TP06	Listens to views and acts	48.2%	-11.3%	59.5%
TP07	Keeps tenants informed	55.5%	-13.1%	68.6%
TP08	Treats tenants fairly and with respect	66.3%	-13.0%	79.3%
TP09	Complaint handling	27.8%	-10.8%	38.6%
TP10	Communal areas are clean and well-maintained	58.6%	-5.9%	64.5%
TP11	Contribution to neighbourhood	53.7%	-24.8%	78.5%
TP12	ASB handling	50.8%	-17.1%	67.9%