

# Quarterly Performance Update

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Tenant Satisfaction Measures (TSMs)  
Quarter 4 2025/26

# Tenant Satisfaction Measures

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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 – Q4 2025/26

Regulator for Social Housing Measures	Q4 2025/26 (Actual)	Q4 2025/26 (Target)
<b>BS01:</b> Percentage of dwellings with a valid gas certificate	100.00%	100.00%
<b>BS02:</b> Percentage of dwellings with a valid Fire Risk Assessment	100.00%	100.00%
<b>BS03:</b> Percentage of properties that require an annual asbestos inspection / survey	100.00%	100.00%
<b>BS04:</b> Percentage of sites with valid legionella inspections certificate	100.00%	100.00%
<b>BS05:</b> Percentage of domestic passenger lifts with an in date LOLER inspection	100.00%	100.00%
<b>CH01</b> (part 1): Number of stage one complaints made by tenants	605	-
<b>CH02</b> (part 1): Number of stage one complaints made by tenants and responded to within CH Timescale	534	-
<b>CH01</b> (part 2): Number of stage two complaints made by tenants	106	-
<b>CH02</b> (part 2): Number of stage two complaints made by tenants and responded to within CH Timescale	74	-
<b>Rep1:</b> Proportion of emergency responsive repairs completed within target timescale	99.2%	98.00%
<b>Rep2:</b> Proportion of non-emergency (Routine and Urgent) responsive repairs completed within target	96.9%	95.00%
<b>NM01</b> (part 1): ASB cases opened by or on behalf of the provider during the reporting year	157	-
<b>NM01</b> (part 2): ASB cases that involve hate incidents opened by or on behalf of the provider during the reporting year	5	-

● Meeting Target  
 ● Amber Status  
 ● Red Status  
 ● Baseline Measure

# Tenant Perception Measures – Q4 2025/26

Question		Previous Year 2024/25	% Difference	Q1, Q2, Q3 & Q4 Cumulative 2025/26
TP01	Overall satisfaction	66.9%	+1.2%	<b>68.1%</b>
TP02	Repairs service overall	70.8%	+1.6%	<b>72.4%</b>
TP03	Speed of repairs	64.4%	+2.8%	<b>67.2%</b>
TP04	Home is well-maintained	67.7%	+0.4%	<b>68.1%</b>
TP05	Home is safe	76.4%	+1.8%	<b>78.2%</b>
TP06	Listens to views and acts	55.1%	+2.6%	<b>57.7%</b>
TP07	Keeps tenants informed	61.6%	+5.0%	<b>66.6%</b>
TP08	Treats tenants fairly and with respect	73.3%	+3.6%	<b>76.9%</b>
TP09	Complaint handling	34.1%	+0.4%	<b>34.5%</b>
TP10	Communal areas are clean and well-maintained	64.0%	+2.2%	<b>66.2%</b>
TP11	Contribution to neighbourhood	63.1%	+4.5%	<b>67.6%</b>
TP12	ASB handling	57.9%	+3.9%	<b>61.8%</b>