

Quarterly Performance Update

Tenant Satisfaction Measures (TSMs)
Quarter 3 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 – Q3 2025/26

Regulator for Social Housing Measures	Q3 2025/26 (Actual)	Q3 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	450	-
CH02 (part 1): Number of stage one complaints made by tenants and responded to within CH Timescale	401	-
CH01 (part 2): Number of stage two complaints made by tenants	95	-
CH02 (part 2): Number of stage two complaints made by tenants and responded to within CH Timescale	68	-
Rep1: Proportion of emergency responsive repairs completed within target timescale	98.50%	99.00%
Rep2: Proportion of non-emergency (Routine and Urgent) responsive repairs completed within target	94.55%	95.00%
NM01 (part 1): ASB cases opened by or on behalf of the provider during the reporting year	103	-
NM01 (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 – Q3 2025/26

Question		Q3 2025/26	% Difference	Q2 2025/26
TP01	Overall satisfaction	76.5%	+17.6%	58.9%
TP02	Repairs service overall	79.8%	+11.8%	68.0%
TP03	Speed of repairs	76.7%	+19.6%	57.1%
TP04	Home is well-maintained	78.9%	+17.7%	61.2%
TP05	Home is safe	88.0%	+19.2%	68.8%
TP06	Listens to views and acts	67.2%	+19.0%	48.2%
TP07	Keeps tenants informed	75.0%	+19.5%	55.5%
TP08	Treats tenants fairly and with respect	86.5%	+20.2%	66.3%
TP09	Complaint handling	32.6%	+4.8%	27.8%
TP10	Communal areas are clean and well-maintained	76.9%	+18.3%	58.6%
TP11	Contribution to neighbourhood	74.5%	+20.8%	53.7%
TP12	ASB handling	69.6%	+18.8%	50.8%