

Quarterly Performance Update

Tenant Satisfaction Measures (TSMs)
Quarter 3 2024/25

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 2024/25

Regulator for Social Housing Measures	Q3 2024/25 (Actual)	Q3 2024/25 (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	516	-
CH02 (part 1): Number of stage one complaints made by tenants and responded to within CH Timescale	493	-
CH01 (part 2): Number of stage two complaints made by tenants	57	-
CH02 (part 2): Number of stage two complaints made by tenants and responded to within CH Timescale	51	-
Rep1: Proportion of emergency responsive repairs completed within target timescale	91.00%	98.00%
Rep2: Proportion of non-emergency (Routine and Urgent) responsive repairs completed within target	85.82%	95.00%
NM01 (part 1): ASB cases opened by or on behalf of the provider during the reporting year	64.00	-
NM01 (part 2): ASB cases that involve hate incidents opened by or on behalf of the provider during the reporting year	3.00	-

 Meeting Target
  Amber Status
  Red Status
  Baseline Measure

Tenant Perception Measures – Q3 2024/25

Question		Previous Year 2023/24	% Difference	Q1, Q2 & Q3 Cumulative 2024/25
TP01	Overall satisfaction	56.0%	+9.8%	65.8%
TP02	Repairs service overall	62.7%	+6.0%	68.7%
TP03	Speed of repairs	52.4%	+12.4%	64.8%
TP04	Home is well-maintained	59.2%	+7.4%	66.6%
TP05	Home is safe	69.9%	+4.8%	74.7%
TP06	Listens to views and acts	44.9%	+7.9%	52.8%
TP07	Keeps tenants informed	50.9%	+9.3%	60.2%
TP08	Treats tenants fairly and with respect	70.2%	+1.8%	72.0%
TP09	Complaint handling	22.8%	+11.4%	34.2%
TP10	Communal areas are clean and well-maintained	53.3%	+7.9%	61.2%
TP11	Contribution to neighbourhood	47.7%	+13.1%	60.8%
TP12	ASB handling	49.5%	+7.0%	56.5%