

Quarterly Performance Update

Tenant Satisfaction Measures (TSMs)
Quarter 4 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 – Q4 2024/25

Regulator for Social Housing Measures	Q4 2024/25 (Actual)	Q4 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	688	-
CH02 (part 1): Number of stage one complaints made by tenants and responded to within CH Timescale	651	-
CH01 (part 2): Number of stage two complaints made by tenants	85	-
CH02 (part 2): Number of stage two complaints made by tenants and responded to within CH Timescale	69	-
Rep1: Proportion of emergency responsive repairs completed within target timescale	98.00%	98.00%
Rep2: Proportion of non-emergency (Routine and Urgent) responsive repairs completed within target	91.45%	95.00%
NM01 (part 1): ASB cases opened by or on behalf of the provider during the reporting year	107	-
NM01 (part 2): ASB cases that involve hate incidents opened by or on behalf of the provider during the reporting year	4	-

 Meeting Target
  Amber Status
  Red Status
  Baseline Measure

Tenant Perception Measures – Q4 2024/25

Question		Previous Year 2023/24	% Difference	Q1, Q2, Q3 & Q4 Cumulative 2024/25
TP01	Overall satisfaction	56.0%	+10.9%	66.9%
TP02	Repairs service overall	62.7%	+8.1%	70.8%
TP03	Speed of repairs	52.4%	+12%	64.4%
TP04	Home is well-maintained	59.2%	+8.5%	67.7%
TP05	Home is safe	69.9%	+6.5%	76.4%
TP06	Listens to views and acts	44.9%	+10.2%	55.1%
TP07	Keeps tenants informed	50.9%	+10.7	61.6%
TP08	Treats tenants fairly and with respect	70.2%	+3.1%	73.3%
TP09	Complaint handling	22.8%	+11.3%	34.1%
TP10	Communal areas are clean and well-maintained	53.3%	+10.7%	64%
TP11	Contribution to neighbourhood	47.7%	+15.4%	63.1%
TP12	ASB handling	49.5%	+8.4%	57.9%