

Management Information Measures Results 2025-26

Tenant Satisfaction Measures (TSMs)

TSM MEASURE	Description	Annual 2025/26	Direction of Travel	2024/25 Result
BS01: Gas Safety Checks (%)	Proportion of homes for which all required gas safety checks have been carried out.	100	➔	100
BS02: Fire Safety Checks (%)	Proportion of homes for which all required fire risk assessments have been carried out.	100	➔	100
BS03 - Asbestos safety checks (%)	Proportion of homes for which all required asbestos management surveys or re- inspections have been carried out	100	➔	100
BS04 - Water safety checks (%)	Proportion of homes for which all required legionella risk assessments have been carried out	100	➔	100
BS05 - Lift safety checks (%)	Proportion of homes for which all required communal passenger lift safety checks have been carried out	100	➔	100
CH01 - Complaints relative to the size of the landlord STAGE 1 (per 1000 homes)	Number of stage one complaints received per 1,000 homes.	76.1	⬇	88.73
CH01 - Complaints relative to the size of the landlord STAGE 2 (per 1000 homes)	Number of stage two complaints received per 1,000 homes.	17.5	⬆	10.96
CH02 - Complaints responded to within Complaint Handling Code timescales STAGE 1 (%)	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	98.0	⬆	94.62
CH02 - Complaints responded to within Complaint Handling Code timescales STAGE 2 (%)	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	94.2	⬆	81.18
NM01 - Anti-social behaviour cases relative to the size of the landlord (per 1000 homes)	Number of anti-social behaviour cases opened per 1,000 homes.	19.8	↗	13.66
NM01 - Anti-social behaviour cases relative to the size of the landlord cases that involve hate incidents (per 1000 homes)	Number of anti-social behaviour cases, that involve hate incidents, opened per 1,000 homes.	0.6	↗	0.51
RP01 - Homes that do not meet the Decent Homes Standard (%)	Proportion of homes that do not meet the Decent Homes Standard	1.1	⬇	3.36
RP02 – Non-emergency repairs completed within target timescale (%)	Proportion of non-emergency repairs completed within the landlord's target timescale.	95.4	⬆	87.02
RP02 – Emergency repairs completed within target timescale (%)	Proportion of emergency repairs completed within the landlord's target timescale.	98.8	↘	98.93