

Quarterly Performance Update

Tenant Satisfaction Measures (TSMs)
Quarter 1 2026/27

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 – Q1 2026/27

Regulator for Social Housing Measures	Q1 2026/27 (Actual)	Q1 2026/27 (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	107	-
CH02 (part 1): Number of stage one complaints made by tenants and responded to within CH Timescale	100%	100%
CH01 (part 2): Number of stage two complaints made by tenants	18	-
CH02 (part 2): Number of stage two complaints made by tenants and responded to within CH Timescale	100%	100%
RP01a: Percentage of homes maintained as decent against national minimum DH standard	99.00%	98.5%
Rep1: Proportion of emergency responsive repairs completed within target timescale	99%	100%
Rep2: Proportion of non-emergency (Routine and Urgent) responsive repairs completed within target	93.10%	95.00%
NM01 (part 1): ASB cases opened by or on behalf of the provider during the reporting year	51	-
NM01 (part 2): ASB cases that involve hate incidents opened by / on behalf of the provider (SBC tenants)	0	-

 Meeting Target
  Amber Status
  Red Status
  Baseline Measure

Tenant Perception Measures – Q1 2026/27

Question		Previous Year 2025/26	% Difference	Q1 2026/27
TP01	Overall satisfaction	68.1%	+1.9%	70.0%
TP02	Repairs service overall	72.4%	+1.4%	73.8%
TP03	Speed of repairs	67.2%	+1.2%	68.4%
TP04	Home is well-maintained	68.1%	+6.3%	74.4%
TP05	Home is safe	78.2%	-0.5%	77.7%
TP06	Listens to views and acts	57.7%	+0.1%	57.8%
TP07	Keeps tenants informed	66.6%	+1.5%	68.1%
TP08	Treats tenants fairly and with respect	76.9%	+0.2%	77.1%
TP09	Complaint handling	34.5%	-1.2%	33.3%
TP10	Communal areas are clean and well-maintained	66.2%	-2.1%	64.1%
TP11	Contribution to neighbourhood	67.6%	+3.2%	70.8%
TP12	ASB handling	61.8%	+0.1%	61.9%