

## Tenant Satisfaction Measures 2023/24 – Management Information

Tenant Satisfaction Measures (TSMs) have been introduced by the Regulator of Social Housing in England to assess how well landlords are doing in providing good quality homes and services.

There are 22 measures. 12 of these measures come directly from one of our customer feedback surveys, 10 come from information we hold in our systems on our operational activity.

These measures have been designed to drive up standards and improve the quality of social housing by ensuring housing providers are accountable for the services delivered to customers.

Listed below is our performance against the Tenant Satisfaction Measures obtained from the information we hold.

**RP01:** Homes meet the Decent Homes Standard – 99.6%

**RP02 (01):** Percentage of non-emergency repairs completed within target timescale – 95%.

**RP02 (02):** Percentage of emergency repairs completed within target timescale – 98%.

**BS01:** Gas safety checks – 99.6%.

**BS02:** Fire safety checks – 87.5%.

**BS03:** Asbestos safety checks – 100%.

**BS04:** Water safety checks - 100%.

**BS05:** Lift safety checks – 100%.

**CH01:** Number of stage 1 complaints relative to the size of the landlord\* - 9.2.

**CH01:** Number of stage 2 complaints relative to the size of the landlord\* - 1.9.

**CH02:** Stage 1 complaints responded to within Complaint Handling Code timescales – 83.3%.

**CH02:** Stage 2 complaints responded to within Complaint Handling Code timescales – 60%.

**NM01:** Anti-social behaviour cases relative to the size of the landlord\* - 9.6.

**NM01 (pt2):** Anti-social behaviour cases that involve hate incidents\* - 0.3.

***\*Calculated as the number of complaints or ASB cases per 1,000 homes.***