

Tenant Satisfaction Measures Performance Summary 2025-26

Building Safety

TSM Code	TSM Description	2023/24	2024/25	2025/26	Direction of travel
BS01	Proportion of homes for which all required gas safety checks have been carried out.	100%	100%	100%	
BS02	Proportion of homes for which all required fire risk assessments have been carried out.	100%	100%	100%	
BS03	Proportion of homes for which all required asbestos management surveys have been carried out.	100%	100%	100%	
BS04	Proportion of homes for which all required legionella risk assessments have been carried out	100%	100%	98.4%	
BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out.	100%	100%	100%	

Neighbourhood Management - Anti-Social Behaviour

TSM Code	TSM Description	2023/24	2024/25	2025/26	Direction of travel
NM01	Number of anti-social behaviour opened per 1,000 homes	21	35.2	47.5	
NM02	Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes	0.2	0.9	0.6	

Decent Homes Standards and Repairs

TSM Code	TSM Description	2023/24	2024/25	2025/26	Direction of travel
RP01	Proportion of homes that do not meet the decent homes standard	0.3	0.0	1.6	
RP02 part 1	Proportion of non-emergency responsive repairs completed within the landlords target timescale.	73%	75.6%	83.71%	
RP02 Time scales	Routine repairs – within 20 working days Urgent repairs – within 7 working days				
RP02 part 2	Proportion of emergency responsive repairs completed within the landlords target timescale	98%	97.4%	90.98%	
RP02 Time scales	Emergency repairs – within 24 hours				

Complaints

TSM Code	TSM Description	2023/24	2024/25	2025/26	Direction of travel
CH01	Number of stage one complaints made by tenants in the relevant stock type during the reporting year per 1,000 homes	85.9	87	102.3	
CH01 (Stage 2)	Number of stage two complaints made by tenants in the relevant stock type during the reporting year per 1,000 homes	5.4	11.5	30.4	
CH02	Proportion of stage one complaints responded to within the Housing Ombudsman Complaint Handling Code timescales.	35.9%	47%	99.3%	
CH02	Proportion of stage two complaints	65.5%	90.2%	96.9%	

(Stage 2)	responded to within the Housing Ombudsman Complaint Handling Code timescales.				
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Tenant Perception Measures

TSM Code	TSM Description	2023/24	2024/25	2025/26	Direction of travel
TP01	Proportion of respondents who report that they are satisfied with the overall service from their landlord.	67.9%	65.5%	62.78%	
TP02	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service.	68.6%	67.3%	67.45%	
TP03	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair.	61.4%	63.1%	64.07%	
TP04	Proportion of respondents who report that they are satisfied that their home is well maintained.	67.4%	67.5%	66.92%	
TP05	Proportion of respondents who report that they are satisfied that their home is safe.	78.2%	77.1%	75.73%	
TP06	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	63.7%	63.3%	61.49%	
TP07	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	68.8%	70%	68.12%	
TP08	Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	80.8%	80.6%	77.60%	

TSM Code	TSM Description	2023/24	2024/25	2025/26	Direction of travel
TP09	Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling.	31.7%	35.9%	28.57%	
TP10	Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	48%	49.7%	44.05%	
TP11	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	67.4%	65.2%	65.99%	
TP12	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	66.1%	67.6%	67.38%	

Key

	Improved
	No change
	Declined