

Tenancy Satisfaction Measures (TSMs)

2024/25 - **OPERATIONAL**

| Operational Measures | | Low Cost Rental Accommodation | | Low Cost Home Ownership | |
|----------------------|--|-------------------------------|--------|-------------------------|--------|
| | | Actual | Target | Actual | Target |
| CH01 | Complaints relative to the size of the landlord - Stage 1 | 71.45 | 91.4 | 37.54 | 91.4 |
| CH01 | Complaints relative to the size of the landlord - (Stage 2) | 10.81 | 17.5 | 4.55 | 17.5 |
| CH02 | Complaints responded to within Complaint Handling Timescales - (Stage 1) | 85.61% | 83.50% | 87.5% | 83.5% |
| CH02 | Complaints responded to within Complaint Handling Timescales - (Stage 2) | 71.01% | 50% | 60% | 50% |
| NM01 | Anti-social behaviour cases relative to the size of the landlord | 72.81 | 83 | 72.81 | 83 |
| NM01 | Anti-social behaviour cases relative to the size of the landlord - hate crime only | 1.93 | 1.7 | 1.93 | 1.7 |
| RP01 | Homes that do not meet the Decent Homes Standard % | 0.65% | 1% | N/A | N/A |
| RP02 | Repairs completed within target timescale - Emergency Repairs | 99.14% | 99.7% | N/A | N/A |
| RP02 | Repairs completed within target timescale - Non-Emergency Repairs | 84.96% | 68% | N/A | N/A |
| BS01 | Proportion of homes for which all required gas safety checks have been carried out | 99.99% | 100% | 99.99% | 100% |
| BS02 | Proportion of homes for which all required fire risk assessments have been carried out | 99.87% | 100% | 99.87% | 100% |
| BS03 | Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out | 99.82% | 100% | 99.82% | 100% |
| BS04 | Proportion of homes for which all required legionella risk assessments have been carried out | 99.71% | 100% | 99.71% | 100% |
| BS05 | Proportion of homes for which all required communal passenger lift safety checks have been carried out | 98.84% | 100% | 98.84% | 100% |

■ On target
 ■ Off target
 ■ Near miss

