

# Tenant Satisfaction Measures Methodology

## CH01 – Complaints Relative to the size of the landlord

### Requirement

The regulator requires two separate submissions as part of the CH01 TSM:

1. The number of **stage one** complaints received from customers per 1,000 homes.
2. The number of **stage two** complaints received from customers per 1,000 homes.

### Methodology

1. To calculate the number of **stage one** complaints received from customers per 1,000 homes, we will count the number of new complaints received and divide it by the total number of customers in each customer group (LCRA/LCHO).
  - a. All complaints start at Stage 1, so each time a new complaint is received will count towards the stage one total. Some complaints by-pass stage 1 and immediately go to stage 2 – in these cases they are still counted within the overall stage 1 total.
2. To calculate the number of **stage two** complaints received from customers per 1,000 homes, we will take the volume of individual complaints which reach stage two as part of the complaints process.
  - a. A complaint will be counted and considered as stage two once it is escalated to the Customer Resolution team. At this stage the customer will already have had an initial chance to accept or reject resolution at stage 1.
3. We have chosen to calculate these measures separately for each customer group (LCRA/LCHO)

### Interpretations

1. To exclude complaints raised by customers with need categories that do not fall within the LCRA/LCHO stock type. For example, this would consist of customers with the following needs categories: Leaseholders/Market Rent/Garages.
2. To exclude duplicate complaints- complaints raised by the customer regarding the same issue are only classed once as a complaint.
3. To include all complaints raised by MPs and councillors to the overall complaints total.

## CH02 - Complaints responded to within Complaint Handling Code timescales

### Requirement

The regulator requires two separate submissions as part of the CH02 TSM:

1. The number of **stage one** complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.
2. The number of **stage two** complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.

### Methodology

1. To calculate the number of **stage one** complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales, we will count the number of working days between the date we received the complaint, up to the date we responded to a complaint at stage one. This is the stage in which a customer will receive an initial response to their complaint, where it will either be upheld and a resolution made, escalated to stage two, or not upheld and closed.
  - In order to count as being responded to within Housing Ombudsman timescales, stage one complaints need to have been logged and **acknowledged** by Curo within **5 working days**. If this is not completed in time, Curo fail to adhere to the code for stage one. Acknowledgement is defined as when Curo first contact the customer to confirm the complaint reference, often taking the form of a letter or email.
  - Following acknowledgement, Curo have 10 working days to respond to the customer. The clock starts once acknowledgement has occurred and stops once the customer has received an initial response to the complaint. If Curo or the customer require more time to achieve an initial resolution, an extension of 10 additional working days may be given. If complaints are not responded to within this timescale, then this would be deemed as non-compliance with the Housing Ombudsman code.
2. To calculate the number of **stage two** complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales, we will calculate the total number of working days from the point at which a complaint escalates to stage 2, through to the date a final response is given to the complaint at stage two. At this point, a customer should have had two different individuals review the complaint, with a resolution being suggested by both.
  - In order to count as being responded to within Housing Ombudsman timescales, stage two complaints need to have been logged and **acknowledged** by Curo within **5 working days**. If this is not completed in time, Curo fail to adhere to the code for stage two. Acknowledgement at stage two is defined as when the complaint moves to the ownership of the Customer Resolution team, who escalate the complaint to stage two and inform the customer of the change in status - this may take the form of a letter or email.
  - Following acknowledgement, Curo have **20 working days** to respond to the customer with a final proposed resolution. The clock starts once the complaint has been escalated to the Customer Resolution team and stops when the customer is given a second response to their complaint. If Curo or the

customer require more time to achieve an initial resolution, an **extension of 20 additional working days** may be given. If complaints are not responded to within this timescale, then this would be deemed as non-compliance with the Housing Ombudsman code.

- Following stage two, Curo's complaints process ends. At this point, customers can escalate their complaint to the Housing Ombudsman if they remain unsatisfied with the response given by Curo.
3. For each stage, the calculation consists of the total number of cases where complaints have complied with the Housing Ombudsman timescales, as a proportion of all complaints received under the relevant housing group, multiplied by 100.

### **Interpretations**

1. To exclude complaints raised by customers with need categories that do not fall within the LCRA/LCHO stock type. For example, this would consist of customers with the following needs categories: Leaseholders/Market Rent/Garages.
2. To include all complaints raised by MPs and councillors to the overall complaints total. For the purposes of the 23/24 submission, all complaints of this nature are treated as stage one only. This is due to the current process that exists for MP and councillor enquiries that does not align with the current complaints handling process. This will be amended prior to the 24/25 submission.

## NM01 - Anti-social behaviour cases relative to the size of the landlord

### Requirement

The regulator requires two separate submissions as part of the NM01 TSM:

1. The number of Anti-social behaviour cases relative to the size of the landlord (including any ASB cases that involve hate incidents)
2. The number of Anti-social behaviour cases that involve hate incidents only relative to the size of the landlord.

### Methodology

1. To calculate the number of anti-social behaviour cases per 1,000 homes (including any ASB cases that involve hate incidents), we will form a calculation of the number of new cases received with a 'Case type' of 'ASB'. This will include all cases with these case types, regardless of stock type.

All 'Hate crime cases' are included within the 'ASB' case types as a 'sub type'.

- To calculate the overall figure, we will take the total number of cases raised within the given period which meet the relevant case type criteria.
- Divided by the number of dwelling units owned of the relevant housing stock at year end.
- Multiplied by 1,000

2. To calculate the number of anti-social behaviour cases that involve **hate** incidents per 1,000 homes, we will form a calculation of the number of new cases received with a 'Case type' of 'ASB', and a 'sub type' of 'HATE'. This will pick up all hate crime cases regardless of stock type.

- All 'Hate crime cases' are included within the 'ASB' case type as a 'sub type'.
- To calculate the overall figure, we will take the total number of 'HATE' cases raised within the given period which meet the relevant case type criteria.
- Divided by the number of dwelling units owned of the relevant housing stock at year end.
- Multiplied by 1,000

As defined by the regulator, we should not pick up any further cases about the same issue whilst the case is still ongoing. Once a case is resolved and a further report/complaint of ASB is received, this should be treated as a new case. Therefore, we will refer to the 'Sub\_type' field in the data, which indicates whether a case is 'CASEP' or 'CASEV'. We will select only 'CASEP' cases which denote the 'primary' version of a case.

## Interpretations

- 2.1. To include all anti-social behaviour cases raised by customers irrespective of the needs category of the reporting customer, including any Anonymous victims or perpetrators. As long as the case can be linked to housing management of Curo, whether perpetrator or victim, or building that the behaviour has taken place in. This would consist of customers with the following needs categories: Leaseholders/Market Rent/Garages. This is due to the regulator wording:

*"An 'anti-social behaviour case' is a log of activity undertaken by a provider in response to a report of anti-social behaviour to the provider from a tenant, representative, provider or contractor staff, service users or other individual or organisation".*

- 2.2. To only include cases with a case\_type of either '**ASB**' (Anti-Social Behaviour) as we interpret this to align as closely as possible to the Anti-Social Behaviour, Crime and Policing Act 2014. This therefore does not factor case types such as 'TEN ISS' (Tenancy Issue) or 'SAFE' (Safeguarding) OR 'DOM ABU' (Domestic Abuse).

*"An ASB case can be in response to a single report/complaint of ASB, or multiple reports/complaints about the same party made whilst a case is still ongoing. Such further reports/complaints would not be counted as a further new case. Once a case is resolved and a further report/complaint of ASB is received, this should be treated as a new case".*

- 2.3. To align with the above requirement, we will include cases categorised as 'CASE P (Primary)' ready for the regulator reporting and excluded any further reports "CASE V" to flag to remove complaints about the same case as per regulatory requirement.

# RP01 – Homes that do not meet the Decent Homes Standard

## Requirement

The regulator requires a single submission as part of the RP01 TSM:

1. The proportion of homes that do not meet the Decent Homes standard

## Methodology

1. To calculate this TSM, we will form a calculation as follows for LCRA accommodation only:
  - Number of dwelling units owned to which the Decent Homes Standard applied which failed the Decent Homes Standard at year end.
  - Divided by the number of dwelling units owned to which the Decent Homes Standard applied at year end.
  - Multiply the figure by 100.

## Interpretations

1. Disrepair cases made by customers are not deemed an automatic failure of the standard because these cases are unsubstantiated on receipt of the complaint. The property may later become non decent if it is not found to meet the criteria.
2. **Component Life Cycles** – For general components i.e., kitchen and bathrooms; under part c) 'It has reasonably modern facilities and services, that have exceeded the respective life cycle' are not automatically deemed a failure, providing the component is not in a 'poor' condition. We assume that all components that exceed the lifecycle are not of a poor condition because of the following:
  - A. The five-year stock condition survey check condition of components and remedial action would pick up and resolve issues as identified.

If a property has not been surveyed within the 5-year period, and there was an issue with a component, the customer would likely contact us for a repair or assessment. If it is in a poor state of repair, we would move to replace it at that point, capturing the hazard.
  - B. Customer repair requests would be investigated and, would also, be addressed accordingly. This could be a kitchen in a poor state of repair for example. Where this is the case, we replace it reactively, in a short turnaround, to remove the hazard.
3. Declines and No access areas are to be excluded from the calculation and will remain non decent until the property becomes empty as per the Decent Homes Standard guidance.

## RP02 – Repairs completed within target timescale

### Requirement

The regulator requires two submissions as part of the RP02 TSM:

1. The proportion of **non-emergency** repairs completed within the landlord's target timescales.
2. The proportion of **emergency** repairs completed within the landlord's target timescales.

The regulator also requests submission of the target timescales used to calculate compliance.

### Methodology

To calculate the proportion of non-emergency/emergency repairs completed within the landlords target timescales, we will form a calculation of the number of repairs considered 'non-emergency'/'emergency' that were carried out (completed) within the reporting year within their individual target timescale, as a proportion of all non-emergency/emergency repairs carried out during the same period.

The following calculation will be applied:

- Total Number of non-emergency/emergency responsive repairs completed within the provider's target timescale during the reporting year.
- Divided by the number of non-emergency/emergency responsive repairs completed during the reporting year.
- Multiply the figure by 100.

Works order classifications have been used to determine both non-emergency and emergency repairs for this TSM specifically, this is to ensure a more robust selection of repairs made specifically by tenants as per the regulator requirement "*This will measure both emergency and non-emergency repairs **requested by tenants***".

The following repairs classifications are used to identify both emergency and non-emergency repairs:

- Complaint
- Customer Request – New
- Customer Request – Repeat
- Defect
- Disrepair Claim
- HHSRS
- Responsive

We propose not to include the following work types as we perceive these to fall outside of the regulatory specification of a responsive repair:

- Estate related repairs
- Mutual Exchange related repairs
- Stock condition surveys

Priority codes on works orders will determine whether it falls under the emergency or non-emergency bracket.

## Timescales

The TSM requirements state "A target timescale represents the maximum end-to-end completion time (days or hours) for a particular type of responsive repair that the provider has set as a service standard. For the purposes of this TSM, all providers must set such target timescales for emergency and non-emergency responsive repairs as a minimum. Providers are permitted to set more than one target timescale corresponding to different types of non-emergency or emergency responsive repair. For example, within non-emergency responsive repairs providers may set different target timescales for 'urgent' and 'non urgent' repairs (or for different stock types or management areas)."

Five target timescales are being proposed to be included within Curo's submission. These take effect from the date and time of origination and align with agreed SLA's. One which relates to 'emergency' repairs and three relating to type of non-emergency repairs.

Ref	Timescale	Type	Identifier
1	24 hours	Emergency	Priority code P1, 00, C000, C001, 01, 06, H004, H006, H024, 05, 011, ASB002, 08A, 0HD, 08G, 08H
2	2 Days	Non - Emergency	Priority code P2, 02, W002
3	33 Days	Non - Emergency	Capturing Contracted repairs; repair orders assigned with the 'not DLO' reference within the works order detail
4	60 Days	Non - Emergency	Captures all project orders with 'MW-' work types and is reflective of the budget associated Q2F target timescale (option 3).
5	28 Days	Non - Emergency	Associated to all remaining works orders

## Compliance

Compliance for emergency jobs will be calculated as follows:

### Scenario A – only one visit

The order will be deemed to be complete when the appointment has been recorded as 'kept' or 'carded'. If no appointment is recorded, the order completion date will be used.

### Scenario B – multiple visits

Orders that required more than one appointment will, effectively, be counted twice to ensure both the emergency and non-emergency elements are properly accounted for:

- a. The 'emergency' element will be deemed to be complete once an appointment has been recorded as 'kept' or 'carded'. This might not necessarily be the first appointment.
- b. The 'routine' element will be the total time from when the order was reported (origination date) to its completion date, *minus* the period recorded in a).

- Compliance for non-emergency jobs will be calculated from the origination date to its completion date.
- **Order Status:** The order must also be marked as completed or historic to be included within the TSM submission.

### **Interpretations**

- Playground/communal area and block properties will be included within the repair metrics to align to "*A responsive repair is a reported defect to the property occupied by one or more tenants that is the landlord's responsibility to make good. It includes any such repairs within **individual** dwelling units, as well as **communal** areas or **other parts of buildings that are occupied by at least one tenant**. It does not include any repairs that are part of planned or cyclical works.*"
- 'Emergency' responsive repairs to have a target timescale of **+24 hours** from the date/time of origination.
- Non-emergency but urgent repair orders most commonly referred to at Curo as a 'P2' repair, will be given a target timescale of **48 hours** from the date/time of origination.
- Contracted repairs have a target timescale of **33-days** from the date & time of origination. This includes all contracted works orders.
- Project related Minor Works orders have a target timescale of 60 days from the date & time of origination.
- All remaining non - emergency orders to be given a **28-day** timescale from the date/time of origination. This includes all DLO responsive, DLO GAS works orders.

## **BS01 – Proportion of homes for which all required gas safety checks have been carried out**

### **Requirement**

The regulator requires a single submission as part of the BS01 TSM:

1. Proportion of homes for which all required gas safety checks have been carried out.

### **Methodology**

- To calculate the proportion of dwelling units owned for which all required GAS safety checks have been carried out, we will form a calculation based on LCRA and LCHO stock combined against the following methodology:
- Number of dwelling units owned for which all required gas safety checks were carried out and recorded as at year end.
- Divided by the number of dwelling units owned for which gas safety checks were required to have been carried out as at year end.
- Multiplied by 100

### **Components & Cycles**

Component Reference	Cycle
GASSERVGASLP	3
GASSERVGASMBA	3
HEATDISTMBA	3

- The above components represent the landlord gas safety record and the cycle drives the annual inspection.
- We are reporting on LGSR's (landlord gas safety records) only for this measure.
- As the regulator states '*The calculation of this TSM must reflect all gas safety checks that relate to dwelling units owned by the provider, including checks for which a third party is responsible*' then units under managing agents will also need to include within the overall figure.

## **BS02 – Proportion of homes for which all required fire risk assessments have been carried out**

### **Requirement**

The regulator requires a single submission as part of the BS02 TSM:

1. Proportion of homes for which all required fire risk assessments (FRAs) have been carried out.

### **Methodology:**

- To calculate the proportion of dwelling units owned for which all required fire risk assessments have been carried out, we will form a calculation based on LCRA and LCHO stock combined against the following methodology:
- Number of dwelling units owned for which all required FRA were carried out and recorded as at year end.
- Divided by the number of dwelling units owned for which FRA were required to have been carried out as at year end.
- Multiplied by 100

### **Components & Cycles**

Component Reference	Cycle Number
FRA1-4	4
FRA5-10	4
FRA11-20	4
FRA>20	4
FRAMBA	4
FRAHRRB	4
FRAEXTRALARGE	4
FRASHELT&SUPP	4

- The above components represent the fire risk assessment and the cycle drives the next inspection date. There are three durations (12, 24 and 36 months) that are reflective of the risk level assigned to the building by the fire risk assessor. The different types of FRAs represent the number of dwellings in a block.

## **BS03 – Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out**

### **Requirement**

The regulator requires a single submission as part of the BS03 TSM:

1. Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.

### **Methodology**

- To calculate the proportion of dwelling units owned for which all required asbestos management surveys or re-inspections have been carried out, we will form a calculation based on LCRA and LCHO stock combined against the following methodology:
  - Number of dwelling units owned within properties that required an asbestos management survey or re-inspection for which all required asbestos management surveys or re-inspections were carried out and recorded as at year end.
  - Divided by Number of dwelling units owned within properties for which an asbestos management survey or re-inspection was required to have been carried out as at year end.
  - Multiplied by 100

### **Components & Cycles**

#### **Re-inspections**

Component Reference	Cycle
ASBESTOS_PROG	4
ASBESTOS_MBA	9

- The above components represent where an asbestos re-inspection is required. The cycle drives the next inspection date which is either 12 or 60 months. We will divide the total number of asbestos re-inspections in date using the component and cycle by the total number of dwelling units for which an asbestos reinspection is required.

#### **Management Surveys**

Property Safety Validation Screen	QL Record
Survey Present	1 (Yes)
No Survey Completed	Blank & 89 (Unknown)

- The above allows us to report on the total number of properties which have a management survey against the total number which require a management survey.

- Properties built before the year 2000 are out of scope as they will not contain asbestos.
- Dwelling management surveys and re-inspections are out of scope. Our statutory obligation is in respect to communal areas only.

## **BS04 – Proportion of homes for which all required legionella risk assessments have been carried out**

### **Requirement**

The regulator requires a single submission as part of the BS04 TSM:

Proportion of homes for which all required legionella risk assessments have been carried out.

### **Methodology**

- To calculate the proportion of dwelling units owned for which required legionella risk assessments have been carried out, we will form a calculation based on LCRA and LCHO stock combined against the following methodology:
  - Number of dwelling units owned for which all required legionella risk assessments (LRAs) were carried out and recorded as at year end.
  - Divided by the number of dwelling units owned for which an LRA was required to have been carried out as at year end.
  - Multiplied by 100

### **Components & Cycles**

Component Reference	Cycle Number
WRA1-10	4
WRA11-20	4
WRA21-35	4
WRA>36	4
WRAMBA	4

The above components represent the water risk assessment, and the cycle drives the 24-month next inspection date. The different types of WRAs represent the number of dwellings in a block.

## **BS05 – Proportion of homes for which all required communal passenger lift safety checks have been carried out**

### **Requirement**

The regulator requires a single submission as part of the BS05 TSM:

Proportion of homes for which all required communal passenger lift safety checks have been carried out.

### **Methodology**

- To calculate the proportion of dwelling units owned for which all required communal passenger lift safety checks have been carried out, we will form a calculation based on LCRA and LCHO stock combined against the following methodology:
  - Number of dwelling units owned within properties with communal passenger lifts for which all Lifting Operations and Lifting Equipment Regulations (LOLER) inspection reports were carried out and recorded as at year end.
  - Divided by number of dwelling units owned within properties with communal passenger lifts as at year end.
  - Multiplied by 100

### **Components & Cycles**

<b>Component Reference</b>	<b>Cycle Number</b>
PASSENGERLIFT1	17
PASSENGERLIFT2	17
PASSENGERLIFTA	17
PASSENGERLIFTB	17
PASSLIFTMBA	17

The above components represent the different types of passenger lift and the cycle drives the 6-month LOLER inspection (lifting operations and lifting equipment regulations). We will divide the total number of passenger lift LOLER inspections in date using the component and cycle by the total number of dwelling units for which a LOLER inspection is required.

We are reporting on LOLER inspections only for passenger lifts, not the monthly servicing.