

Tenant Satisfaction Measures (TSMs)

2024/25 - PERCEPTION

Perception Measures		Low Cost Rental Accommodation
<u>TP01</u>	Overall Satisfaction with Curo	70.3%
<u>TP02</u>	Satisfaction with repairs service over the last 12 months	73.6%
<u>TP03</u>	Satisfaction with time taken to complete most recent repair	67.7%
<u>TP04</u>	Satisfaction that the home is well maintained	71.8%
<u>TP05</u>	Satisfaction that the home is safe	77.6%
<u>TP06</u>	Satisfaction that the landlord listens to tenant views and acts upon them	60.4%
<u>TP07</u>	Satisfaction that the landlord keeps tenants informed about things that matter to them	71.8%
<u>TP08</u>	Agreement that the landlord treats tenants fairly and with respect	77.4%
<u>TP09</u>	Satisfaction with the landlord's approach to handling complaints	34.1%
<u>TP10</u>	Satisfaction that the landlord keeps communal areas clean and well maintained	55.9%
<u>TP11</u>	Satisfaction that the landlord makes a positive contribution to neighbourhoods	60.0%
<u>TP12</u>	Satisfaction with the landlord's approach to handling anti-social behaviour	55.5%



Tenancy Satisfaction Measures (TSMs)

2024/25 - OPERATIONAL

Operational Measures		LCRA	All stock LCRA/LCHO
<u>BS01</u>	Proportion of homes for which all required gas safety checks have been carried out	-	100%
<u>BS02</u>	Proportion of homes for which all required fire risk assessments have been carried out	-	100%
<u>BS03</u>	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out	-	100%
<u>BS04</u>	Proportion of homes for which all required legionella risk assessments have been carried out	-	100%
<u>BS05</u>	Proportion of homes for which all required communal passenger lift safety checks have been carried out	-	98.3%
<u>NM01 (1)</u>	Number of anti-social behaviour cases, opened per 1,000 homes	-	100.6
<u>NM01 (2)</u>	Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes	-	2.8
<u>RP01</u>	Proportion of homes that do not meet the Decent Homes Standard	1.6%	-
<u>RP02 (1)</u>	Proportion of non-emergency responsive repairs completed within the landlord's target timescale	90.8%	-
<u>RP02 (2)</u>	Proportion of emergency responsive repairs completed within the landlord's target timescale	99.2%	-
<u>CH01 (1)</u>	Number of stage one complaints received per 1,000 homes	97.1	-
<u>CH01 (2)</u>	Number of stage two complaints received per 1,000 homes	15.9	-
<u>CH02 (1)</u>	Proportion of stage one complaints responded to with the Housing Ombudsman's Complaint Handling Code timescales	86.3%	-
<u>CH02 (2)</u>	Proportion of stage two complaints responded to with the Housing Ombudsman's Complaint Handling Code timescales	78.2%	-

LCRA - Low Cost Rental Accommodation

LCHO - Low Cost Home Ownership

