

Tenancy Satisfaction Measures (TSMs)

2025/26 - PERCEPTION

Perception Measures		Low Cost Rental Accommodation		Low Cost Home Ownership	
		Actual	Target	Actual	Target
TP01	Overall Satisfaction with Curo	70.2%	72.0%	48.4%	52%
TP02	Satisfaction with the overall repairs service in the last 12 months	75.9%	75.0%	N/A	N/A
TP03	Satisfaction with time taken to complete most recent repair	70.1%	69.6%	N/A	N/A
TP04	Satisfaction that the home is well maintained	73.0%	73.5%	N/A	N/A
TP05	Satisfaction that the home is safe	76.4%	78.5%	69.4%	77.1%
TP06	Satisfaction that the landlord listens to tenant views and acts upon them	60.8%	62.0%	36.3%	36.0%
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	73.6%	73.0%	56.9%	65.0%
TP08	Agreement that the landlord treats tenants fairly and with respect	80.4%	78.5%	56.9%	66.0%
TP09	Satisfaction with the landlord's approach to handling complaints	32.2%	36.0%	21.6%	23.0%
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained	64.5%	57.5%	40.3%	43.0%
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods	66.0%	62.0%	42.7%	44.0%
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour	52.8%	57.0%	30.0%	35.0%

■ On target
 ■ Off target
 ■ Near miss

Tenancy Satisfaction Measures (TSMs)

2025/26 - OPERATIONAL

Operational Measures		Low Cost Rental Accommodation		Low Cost Home Ownership	
		Actual	Target	Actual	Target
CH01	Stage 1 complaints made per 1000 properties	96	87	37.9	53
CH01	Stage 2 complaints made per 1000 properties	23.2	14	11.9	7
CH02	Percentage of stage 1 complaints responded to within HO timescales	92.4%	88%	100%	88.5%
CH02	Percentage of stage 2 complaints responded to within HO timescales	91.2%	83.7%	90.9%	60%
NM01	Anti-social behaviour cases opened per 1000 properties	101.6	117	101.6	117
NM01	Anti-social behaviour cases opened per 1000 properties - hate crime only	2.7%	3.6	2.7%	3.6
RP01	Homes that do not meet the Decent Homes Standard %	0.7%	1%	N/A	N/A
RP02	Repairs completed within target timescale - Emergency Repairs	99.9%	99%	N/A	N/A
RP02	Repairs completed within target timescale - Non-Emergency Repairs	72.5%	92%	N/A	N/A
BS01	Proportion of homes for which all required gas safety checks have been carried out	100%	100%	100%	100%
BS02	Proportion of homes for which all required fire risk assessments have been carried out	100%	100%	100%	100%
BS03	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out	100%	100%	100%	100%
BS04	Proportion of homes for which all required legionella risk assessments have been carried out	100%	100%	100%	100%
BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out	100%	100%	100%	100%

■ On target
 ■ Off target
 ■ Near miss

