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5.2 Tenant Satisfaction Measures – Management Information

TSM Code	TSM Issue	2023/24 Outturn	2023/24 Target (Council Target)	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25	2024/25 Target (Council Target)
CH01 (1)	Complaints relative to the size of the landlord – Number of stage one complaints per 1,000 homes	20.8	N/a	6.4	13.4			N/a
CH01 (2)	Complaints relative to the size of the landlord - Number of stage two complaints per 1,000 homes	2.0	N/a	0.8	2.0			N/a
CH02 (1)	Complaints responded to within Complaint Handling Code timescales – Proportion of stage one complaints responded to within timescale	84.6%	100%	100%	100%			100%
CH02 (2)	Complaints responded to within Complaint Handling Code timescales - Proportion of stage two complaints responded to within timescale	100%	100%	100%	100%			100%
NM01 (1)	Anti-social behaviour cases relative to the size of the landlord – Number of anti-social behaviour cases per 1,000 homes	56.5	N/a	19.1	30.1			N/a
NM01 (2)	Anti-social behaviour cases relative to the size of the landlord - Number of anti-social behaviour cases that involve hate incidents per 1,000 homes	0.2	N/a	0.4	0.8			N/a

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RP01	Homes that do not meet the Decent Homes Standard	16.0%	0% (target to be reviewed following stock condition survey)	13.5%	Awaiting outcome of stock condition survey			0%
RP02 (1)	Repairs completed within target timescale (Non-emergency repairs)	79.8%	80%	76.7	87.17%			80%
RP02 (2)	Repairs completed within target timescale (Emergency repairs)	95.5%	90%	93.1	97.18%			90%
BS01	Gas safety checks	99.2%	100%	98.9	98.69%			100%
BS02	Fire safety checks	100%	100%	100%	83%			100%
BS03	Asbestos safety checks	100%	100%	100%	100%			100%
BS04	Water safety checks	69%	100%	84.5%	100%			100%
BS05	Lift safety checks	84.5%	100%	100%	100%			100%

Notes Q1:

Stock figure as of 30.06.24 – 5015

CH01 (1) – 32 stage one complaints – 6.38 (6.4)

CH01 (2) – 4 stage two complaints – 0.79 (0.8)

NM01(1) – 96 Anti-social behaviour cases related to tenants/tenancy

NM01(2) – 2 Anti-social behaviour cases that were hate incidents

Notes Q2:

Stock figure as of 30.09.24 – 5013

CH01 (1) – 35 stage one complaints – 6.98 (7.0), cumulative 13.36 (13.4)

CH01 (2) – 6 stage two complaints – 1.20 (1.2), cumulative 1.99 (2.0)

NM01(1) – 55 Anti-social behaviour cases related to tenants/tenancy. Cumulative figure of 151 cases

NM01(2) – 2 Anti-social behaviour cases that were hate incidents