

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 | 4.6 (revised figure) | 10.2 (revised figure) | 13.2 | | 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 | 0.4 (revised figure) | 1.6 (revised figure) | 2.8 | | 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% | | 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% | | 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 | Pending | | 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 | Pending | | N/a |
| 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 | 12.27% (as of 9 Dec 24) | | 0% |

| 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) |
|----------|---|-----------------|---------------------------------|------------|------------|------------|------------|---------------------------------|
| RP02 (1) | Repairs completed within target timescale (Non-emergency repairs) | 79.8% | 80% | 76.7 | 87.17% | 94.12% | | 80% |
| RP02 (2) | Repairs completed within target timescale (Emergency repairs) | 95.5% | 90% | 93.1 | 97.18% | 93.83% | | 90% |
| BS01 | Gas safety checks | 99.2% | 100% | 98.9 | 98.69% | 98.76% | | 100% |
| BS02 | Fire safety checks | 100% | 100% | 100% | 83% | 100% | | 100% |
| BS03 | Asbestos safety checks | 100% | 100% | 100% | 100% | 100% | | 100% |
| BS04 | Water safety checks | 69% | 100% | 84.5% | 100% | Pending | | 100% |
| BS05 | Lift safety checks | 84.5% | 100% | 100% | 100% | Pending | | 100% |

Notes Q1:

- Stock figure as of 30.06.24 – 5015
- CH01 (1) – 23 out of 32 stage one complaints were tenants – 4.59 (4.6). Previously reported as 6.38 (6.4).
- CH01 (2) – 2 out of 4 stage two complaints were tenants – 0.40 (0.4). Previously reported as 0.79 (0.8)
- NM01(1) – 96 Anti-social behaviour cases related to tenants/tenancy = 19.14 (19.1)
- NM01(2) – 2 Anti-social behaviour cases that were hate incidents = 0.39 (0.4)

Notes Q2:

- Stock figure as of 30.09.24 – 5013
- CH01 (1) – 28 out of 35 stage one complaints were tenants – 5.59 (5.6), cumulative is 51 tenant complaints – 10.17 (10.2). Previously reported as 13.36 (13.4).
- CH01 (2) – 6 out of 6 stage two complaints were tenants – 1.20 (1.2), cumulative is 8 tenant complaints out of 10 – 1.60 (1.6). Previously 1.99 (2.0).
- NM01(1) – 55 Anti-social behaviour cases related to tenants/tenancy = 10.97 (11.0). Cumulative figure of 151 cases = 30.12 (30.1)
- NM01(2) – 2 Anti-social behaviour cases that were hate incidents = 0.39 (0.4). Cumulative figure of 4 cases = 0.79 (0.8).

Notes Q3:

- Stock figure as of 31.12.24 – 5009
- CH01 (1) – 15 out of 19 stage one complaints were tenants – 2.99 (3.0), cumulative is 66 tenant complaints out of 86 – 13.18 (13.2)

- CH02 (2) – 6 out of 6 stage two complaints were tenants – 1.20 (1.2), cumulative is 14 tenant complaints out of 20 – 2.79 (2.8)
- NM01(1) – XX Anti-social behaviour cases related to tenants/tenancy. Cumulative figure of XXX cases
- NM01(2) – XX Anti-social behaviour cases that were hate incidents