

Tenant Satisfaction Measures (TSMs) Summary Report 2023-2024

The Regulator of Social Housing requires all registered providers who own more than 1,000 dwellings to report on 22 tenant satisfaction measures on an annual basis. As a Council/Social landlord we own 5005 dwelling units, as of 31 March 2024. The following tables show how we performed during 2023/24.

Overall Satisfaction TP01

86.9% National average 71.3%

Keeping properties in good repair

Homes that do not meet the Decent Homes Standard RP01

16.0%

2023/2024 Target: 0%
(to be reviewed following stock condition survey)

Repairs completed within target timescale (Non-emergency repairs) RP02 (1)

79.8%

2023/2024 Target: 80%

Satisfaction with repairs TP02

89.0% National average 72.3%

Repairs completed within target timescale (Emergency repairs) RP02 (2)

95.5%

2023/2024 Target: 90%

Satisfaction with time taken to complete most recent repair TP03

86.6% National average 67.4%

Satisfaction that the home is well maintained TP04

84.3% National average 70.8%

Maintaining building safety

Gas safety checks BS01

99.2%

2023/2024 Target: 100%

Fire safety checks BS02

100%

2023/2024 Target: 100%

Asbestos safety checks BS03

100%

2023/2024 Target: 100%

Water safety checks BS04

69%

2023/2024 Target: 100%

Lift safety checks BS05

84.5%

2023/2024 Target: 100%

Satisfaction that the home is safe TP05

87.0% National average 76.7%

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Effective handling of complaints

Complaints relative to the size of the landlord:

Number of stage one complaints per 1,000 homes CH01 (1)
20.8 National average 42.5

Number of stage two complaints per 1,000 homes CH01 (2)
2 National average 5.7

Complaints responded to within Complaint Handling Code timescales:

Proportion of stage one complaints responded to within timescale CH01 (1)
84.6%
2023/2024 Target: 100%

Proportion of stage two complaints responded to within timescale CH01 (2)
100%
2023/2024 Target: 100%

Satisfaction with the landlord's approach to handling complaints TP09
51.1% National average 34.5%

Respectful and helpful engagement

Satisfaction that the landlord listens to tenant views and acts upon them TP06
69.9%
National average 60.4%

Satisfaction that the landlord keeps tenants informed about things that matter to them TP07
74.6% National average 70.3%

Agreement that the landlord treats tenants fairly and with respect TP08
83.8%
National average 76.8%

Responsible neighbourhood management

Anti-social behaviour cases relative to the size of the landlord:

Number of anti-social behaviour cases per 1,000 homes NM01 (1)
56.5 National average 35.5

Number of anti-social behaviour cases that involve hate incidents per 1,000 homes NM01 (2)
0.2 National average 0.6

Satisfaction that the landlord keeps communal areas clean and well maintained TP10
74.6% National average 65.1%

Satisfaction that the landlord keeps communal areas clean and well maintained TP11
72.6% National average 63.1%

Satisfaction with the landlord's approach to handling anti-social behaviour TP12
64.4% National average 57.8%