

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%

↑ Exceeds national average/
local target met

↔ Just below national
average/local target

↓ Below national average/
local target

Keeping properties in good repair

<p>Homes that do not meet the Decent Homes Standard RP01</p> <p>↓ 16.0%</p> <p>2023/2024 Target: 0% <i>(to be reviewed following stock condition survey)</i></p>	<p>Repairs completed within target timescale (Non-emergency repairs) RP02 (1)</p> <p>↔ 79.8%</p> <p>2023/2024 Target: 80%</p>
<p>Satisfaction with repairs TP02</p> <p>↑ 89.0% National average 72.3%</p>	<p>Repairs completed within target timescale (Emergency repairs) RP02 (2)</p> <p>↑ 95.5%</p> <p>2023/2024 Target: 90%</p>
<p>Satisfaction with time taken to complete most recent repair TP03</p> <p>↑ 86.6% National average 67.4%</p>	<p>Satisfaction that the home is well maintained TP04</p> <p>↑ 84.3% National average 70.8%</p>

Maintaining building safety

<p>Gas safety checks BS01</p> <p>↔ 99.2%</p> <p>2023/2024 Target: 100%</p>	<p>Fire safety checks BS02</p> <p>↑ 100%</p> <p>2023/2024 Target: 100%</p>	<p>Asbestos safety checks BS03</p> <p>↑ 100%</p> <p>2023/2024 Target: 100%</p>
<p>Water safety checks BS04</p> <p>↓ 69%</p> <p>2023/2024 Target: 100%</p>	<p>Lift safety checks BS05</p> <p>↓ 84.5%</p> <p>2023/2024 Target: 100%</p>	
<p>Satisfaction that the home is safe TP05</p> <p>↑ 87.0% National average 76.7%</p>		

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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%