

Agenda Item 12. B1 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	16.8	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	3.6	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%	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%	94.4%	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	52.5	71.1	N/a
NM01 (2)	Anti-social behaviour cases relative to the size of the	0.2	N/a	0.4	0.8	1.2	1.2	N/a

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	landlord - Number of anti-social behaviour cases that involve hate incidents per 1,000 homes							
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)	11.45% (estimate at 31.03.25)	0%
RP02 (1)	Repairs completed within target timescale (Non-emergency repairs)	79.8%	80%	76.7%	87.17%	94.12%	93.94%	80%
RP02 (2)	Repairs completed within target timescale (Emergency repairs)	95.5%	90%	93.1%	97.18%	93.83%	94.78%	90%
BS01	Gas safety checks	99.2%	100%	TBC	TBC	99.6%	99.5%	100%
BS02	Fire safety checks	100%	100%	100%	83%	100%	100%	100%
BS03	Asbestos safety checks	100%	100%	100%	100%	100%	100%	100%
BS04	Water safety checks	69%	100%	84.5%	100%	100%	100%	100%
BS05	Lift safety checks	84.5%	100%	100%	100%	100%	100%	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)

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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)
- CH01 (2) – 6 out of 6 stage two complaints were tenants – 1.20 (1.2), cumulative is 14 tenant complaints out of 16 – 2.79 (2.8)
- NM01(1) – 112 Anti-social behaviour cases related to tenants/tenancy = 22.35 (22.4). Cumulative figure of 263 cases = 52.50 (52.5)
- NM01(2) – 6 Anti-social behaviour cases that were hate incidents = 1.19 (1.2). Cumulative figure of 10 cases = 1.99 (1.2)

Notes Q4:

- Stock figure as of 31.03.24 – 4939
- RP01 – estimated figure, awaiting final report from Savills stock condition survey data.
- BS01 – Figures for Q1, Q2 and Q3 were misreported. The figures previously reported related to performance against jobs scheduled, not compliance. Revised figure for Q3 of 99.6% - 16 properties without a valid certificate. Q4 and full 2024/25 figure of 99.48 (99.5%) – 24 properties without a valid certificate; all non-compliance properties have Worcester combi boilers with integral safety features mitigating risk to tenants.
- CH01 (1) – 17 out of 20 stage one complaints were tenants – 3.02 (3.0), cumulative is 83 tenant complaints out of 106 – 16.81 (16.8)
- CH01 (2) – 4 out of 5 stage two complaints were tenants – 0.61 (0.6), cumulative is 18 tenant complaints out of 21 – 3.64 (3.6)
- CH02 (2) – 17 out of 18 complaints responded to in timescale.

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- NM01(1) – 88 Anti-social behaviour cases related to tenants/tenancy = 17.82 (17.8). Cumulative figure of 351 cases = 71.07 (71.1)
- NM01(2) – 0 Anti-social behaviour cases that were hate incidents = 0. Cumulative figure of 10 cases = 1.99 (1.2)

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