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Agenda Item 12. B1 Tenant Satisfaction Measures – Management Information

TSM Code	TSM Issue	2023/24 Outturn	2024/25 Outturn	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	2025/26 Outturn	2025/26 Target (Council Target)
CH01 (1)	Complaints relative to the size of the landlord – Number of stage one complaints per 1,000 homes	20.8	19.0	4.7					N/a
CH01 (2)	Complaints relative to the size of the landlord - Number of stage two complaints per 1,000 homes	2.0	4.0	0.8					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%
CH02 (2)	Complaints responded to within Complaint Handling Code timescales - Proportion of stage two complaints responded to within timescale	100%	95.0%	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	71.1	18.9					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	2.0	0					N/a

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RP01	Homes that do not meet the Decent Homes Standard	16.0%	1.0%	1.0%					3%
RP02 (1)	Repairs completed within target timescale (Non-emergency repairs)	79.8%	88.9%	94.58%					80%
RP02 (2)	Repairs completed within target timescale (Emergency repairs)	95.5%	94.0%	96.80%					90%
BS01	Gas safety checks	99.2%	99.5%	99.5%					100%
BS02	Fire safety checks	100%	100%	100%					100%
BS03	Asbestos safety checks	100%	100%	100%					100%
BS04	Water safety checks	69%	100%	100%					100%
BS05	Lift safety checks	84.5%	100%	100%					100%

Notes Q1:

- Stock figure as of 30.06.25 – 4919
- CH01 (1) – 23 out of 25 stage 1 complaints were from tenants. $23/4919 \times 1000 = 4.68$
- CH01 (2) – All four stage 2 complaints were from tenants. $4/4919 \times 1000 = 0.81$
- CH02 (1 and 2) – There are a number of complaints still in progress but all responded to so far are in timescale.
- RP02 (1) – 2653 out of 2805 repairs completed in time – 96.80%
- RP02 (2) – 696 out of 719 repairs completed in time – 94.58%
- NM01 (1) – $93/4919 \times 1000 = 18.90$
- NM01 (2) – There were 0 ASB cases involving hate incidents.
- BS01 – 21 properties overdue a check due to refused access, cases with legal team to progress gaining access for checks.

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