

## **Agenda Item 12. B1 Tenant Satisfaction Measures – Management Information**

<b>TSM Code</b>	<b>TSM Issue</b>	<b>2023/24 Outturn</b>	<b>2024/25 Outturn</b>	<b>Q1 2025/26</b>	<b>Q2 2025/26</b>	<b>Q3 2025/26</b>	<b>Q4 2025/26</b>	<b>2025/26 Outturn</b>	<b>2025/26 Target (Council Target)</b>
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	7.9				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	1.2				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%
CH02 (2)	Complaints responded to within Complaint Handling Code timescales - Proportion of stage two complaints responded to within timescale	100%	95.0%	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	71.1	18.9	39.1				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	0.4				N/a

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)
RP01	Homes that do not meet the Decent Homes Standard	16.0%	1.0%	1.0%	0.25%				3%
RP02 (1)	Repairs completed within target timescale (Non-emergency repairs)	79.8%	88.9%	94.58%	91.7%				80%
RP02 (2)	Repairs completed within target timescale (Emergency repairs)	95.5%	94.0%	96.80%	94.1%				90%
BS01	Gas safety checks	99.2%	99.5%	99.5%	99.3%				100%
BS02	Fire safety checks	100%	100%	100%	100%				100%
BS03	Asbestos safety checks	100%	100%	100%	100%				100%
BS04	Water safety checks	69%	100%	100%	76%				100%
BS05	Lift safety checks	84.5%	100%	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 Anti-social behaviour cases related to tenants/tenancy.  $93/4919 \times 1000 = 18.90$
- 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.

## Notes Q2:

- Stock figure as of 30.09.25 – 4934 (This includes both Old Woburn House and New Woburn House due to pending changes by the Valuation Office).
- CH01 (1) – 16 out of 18 were from tenants,  $16/4934 \times 1000 = 3.24$ . Cumulative total of 39 out of 43 YTD,  $39/4934 \times 1000 = 7.90$
- CH01 (2) – 2 out of 3 were from tenants,  $2/4934 \times 1000 = 0.41$ . Cumulative total of 6 out of 7 YTD,  $6/4934 \times 1000 = 1.22$
- CH02 (1 and 2) – At present all responses in time. There are 2 outstanding stage 1 complaints and 2 outstanding stage 2 complaints which have not received a response but are still within timescales.
- RP02 (1) – 2616 out of 2853 repairs completed in time – 91.69%
- RP02 (2) – 796 out of 846 repairs completed in time – 94.09%
- NM01 (1) – 100 Anti-social behaviour cases related to tenants/tenancy.  $100/4934 \times 1000 = 20.27$  (20.3). Cumulative outturn of 193 cases –  $193/4934 \times 1000 = 39.11$  (39.1)
- NM01 (2) – 2 Anti-social behaviour cases that were hate incidents.  $2/4934 \times 1000 = 0.41$  (0.4). Cumulative outturn of 2 cases –  $2/4934 \times 1000 = 0.41$  (0.4)
- BS01 – 34 properties overdue a check due to refused access, cases with legal team to progress gaining access for checks. 4615 out of 4649 have a valid LGSR (99.26%).
- BS04 – 166 out of 218 properties. 218 properties, includes 32 properties within the Old Woburn House. The current legionella Risk Assessment expired in July 25, a new one was not commissioned as the Tenants moved out mid-July and the property was demolished in Sept but is still on the stock list until they have been removed from the Valuation Office. This is expected imminently. 20 properties relate to the new Woburn House, water samples were taken but no formal Risk Assessment. We have just procured a new supplier and this is high priority for them.
- BS05 – All 218 properties compliant which includes 32 properties within the Old Woburn House, the lift compliance was in date as of 30th Sept (was due 3rd Oct but has since been demolished). New Woburn House – Lift checked as part of the build and handover to BDC.