

Tenant Satisfaction Measures

Financial year 2023-2024

TSM reference	TSM description	Collection method	2023-2024 figures
TP01	Overall satisfaction	Tenant perception surveys carried out by KWEST, an independent third party.	51%
TP02	Satisfaction with repairs		52%
TP03	Satisfaction with time taken to complete most recent repair		48%
TP04	Satisfaction that the home is well maintained		55%
TP05	Satisfaction that the home is safe		66%
TP06	Satisfaction that the landlord listens to tenant views and acts upon them		46%
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them		61%
TP08	Agreement that the landlord treats tenants fairly and with respect		67%
TP09	Satisfaction with the landlord's approach to handling complaints		23%
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained		67%
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods		63%
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour		53%
CH01	Complaints relative to the size of the landlord (per 1000 homes)	TSMs generated from management information	Stage one: 33 (actual: 24) Stage two: 11 (actual: 8)
CH02	Complaints responded to within Complaint Handling Code timescales		Stage one: 48% Stage two: 78%
NM01	Anti-social behaviour cases relative to the size of the landlord (per 1000 homes).		3 (actual: 2)
RP01	Homes that do not meet the Decent Homes Standard		1
RP02	Repairs completed within target timescale		Routine: 71% Emergency: 66%
BS01	Gas safety checks		100%
BS02	Fire safety checks		100%
BS03	Asbestos safety checks		100%
BS04	Water safety checks		100%
BS05	Lift safety checks		100%