Appendix A – Outturn Performance against the Regulator of Social Housing's Tenant Satisfaction Measures for 2025/2026

TSMs generated from perception survey

Reference	Measure	Performance
TP01	Proportion of respondents who report that they are satisfied with the overall service from their landlord	78.7%
TP02	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service	77.2%
TP03	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair	74.2%
TP04	Proportion of respondents who report that they are satisfied that their home is well maintained	75.6%
TP05	Proportion of respondents who report that they are satisfied that their home is safe	77.3%
TP06	Proportion of respondents who report that they are satisfied that their landlord listens to tenants' views and acts upon them	65.8%
TP07	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them	71.5%
TP08	Proportion of respondents who report that they agree their landlord treats them fairly and with respect	79.6%
TP09	Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaint handling	36.3%
TP10	Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained	56.6%
TP11	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood	60.3%
TP12	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour	56.5%

TSMs generated from management information

Reference	Measure	Performance
CH01	Number of: Stage one complaints; and Stage two complaints received per 1,000 homes	 26 5.8
CH02	Proportion of: Stage one complaints; and Stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	 98.8% 83.3%
NM01	Number of: Anti-social behaviour cases, of which Anti-social behaviour cases that involve hate incidents opened per 1,000 homes	 57.4 0.6
RP01	Proportion of homes that do not meet the Decent Homes	4.9%*
RP02	Proportion of: Non-emergency; and Emergency repairs completed within the landlord's target timescale	 80.7% 89.6%
BS01	Proportion of homes for which all required gas safety checks have been carried out	98.6%
BS02	Proportion of homes for which all fire risk assessments have been carried out	100%
BS03	Proportion of homes in buildings that have had all the necessary asbestos management surveys or re-inspections	100%
BS04	Proportion of homes for which all legionella risk assessments have been carried out.	100%
BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out	100%

* This percentage is based upon information obtained via the 3022 stock condition surveys carried out by 31 March 2026, reported as a proportion of the total relevant housing stock.

RP02 - Repairs Published Timescales

We operate multiple target timescales for non-emergency (routine) repairs based on priority and urgency:

3 days – Higher priority non-emergency repairs requiring prompt attention

14 days – Standard routine repairs

56 days – Lower priority or more complex works, including those requiring specialist materials or scheduling

Emergency repairs are to be completed within 24hrs.