

Appendix A – Outturn Performance against the Regulator of Social Housing’s Tenant Satisfaction Measures for 2024/2025

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	81.3%
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	81.4%
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	78.1%
TP04	Proportion of respondents who report that they are satisfied that their home is well maintained	77.0%
TP05	Proportion of respondents who report that they are satisfied that their home is safe	79.6%
TP06	Proportion of respondents who report that they are satisfied that their landlord listens to tenants views and acts upon them	65.2%
TP07	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them	68.5%
TP08	Proportion of respondents who report that they agree their landlord treats them fairly and with respect	79.9%
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	48.8%
TP10	Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained	51.0%
TP11	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood	60.0%
TP12	Proportion of respondents who report that they are satisfied with their landlord’s approach to handling anti-social behaviour	56.0%

TSMs generated from management information

Reference	Measure	Performance
CH01	Number of: Stage one complaints; and Stage two complaints received per 1,000 homes	25.3 3.9
CH02	Proportion of: Stage one complaints; and Stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	93.6% 91.7%
NM01	Number of: Anti-social behaviour cases, of which Anti-social behaviour cases that involve hate incidents opened per 1,000 homes	98.8 1.0
RP01	Proportion of homes that do not meet the Decent Homes Standard	0.3 %*
RP02	Proportion of: Non-emergency; and Emergency repairs completed within the landlord's target timescale	74.3% 84.6%
BS01	Proportion of homes for which all required gas safety checks have been carried out	99.6%
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 679 stock condition surveys carried out by 31 March 2025, which identified 9 properties as not meeting the Decent Homes Standard as at this date. The figure is reported as the proportion of the overall housing stock.

RP02 - Repairs Completed Within Target Timescale

Our current repair categories and 2024/5 performance are:

Category/ Standard	Calculation	Result	Reported	Data source
1 = Emergency 24hrs	1332 / 1575 x 100	84.57%	84.6%	Oneserve / Main Contractor
2 = Urgent 3 Days	6474 / 8709 x 100	74.34%	74.3%	Oneserve / Main Contractor
3 = Routine 14 Days				
4 = long-term 56 Days				