













Tenant Satisfaction Measures (TSM) Results

Period April-December 2024/25

Neighbourhood and Community Standard			
%	Target (tolerance)	Status	Tenant Satisfaction Measure
48.36%	52% (0%)		TP10: Satisfaction that the landlord keeps communal areas clean and well maintained.
66.08%	69% (5%)		TP11 Satisfaction that the landlord makes a positive contribution to neighbourhoods.
67.27%	68% (5%)		TP12: Satisfaction with the landlord's approach to handling anti-social behaviour.
34	per 1,000 homes.		NM01: Anti-social behaviour cases relative to the size of the landlord.

Safety and Quality Standard			
%	Target (tolerance)	Status	Tenant Satisfaction Measure
67.07%	75% (5%)		TP02: Satisfaction with repairs.
62.66%	68% (5%)		TP03: Satisfaction with time taken to complete most recent repair.
67.02%	74% (5%)		TP04: Satisfaction that the home is well maintained.
70.23%	74% (5%)		TP07 Satisfaction that the landlord keeps tenants informed about things that matter to them.
8.44%	0%	Year end	RP01: Homes that do not meet the Decent Homes Standard.
97.45%			RP02: Repairs <u>completed</u> within target timescale. (Emergency) <i>100% are attended and made safe within 24 hours.</i>
73.78%			RP02: Repairs completed within target timescale. (Non-emergency)

Tenancy Standard			
%	Target (tolerance)	Status	Tenant Satisfaction Measure
64.24%	67% (0%)		TP06: Satisfaction that the landlord listens to tenant views and acting upon them.
70.23%	74% (5%)		TP07 Satisfaction that the landlord keeps tenants informed about things that matter to them.
80.28%	83% (0%)		TP08: Agreement that the landlord treats tenants fairly and with respect.
69	per 1,000 homes		CH01: Complaints relative to the size of the landlord.
66%	42% 5%		CH02: Complaints responded to within Complaint Handling Code timescales. (Stage 1)
63%	70% 5%		CH02: Complaints responded to within Complaint Handling Code timescales. (Stage 2)