

Tenant satisfaction measures (TSM)

Results for 2023-24

Tenant satisfaction measures (TSM)

The Tenant Satisfaction Measures (TSMs) have been introduced by the Regulator of Social Housing to assess how well landlords are doing in providing good quality homes and services.

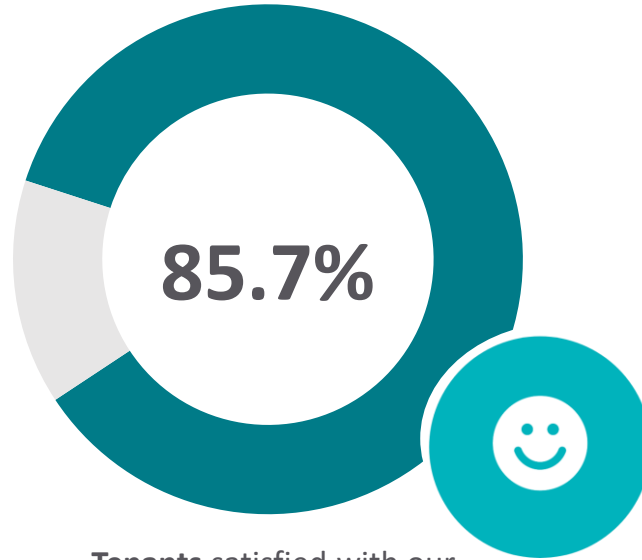
There are 22 measures in total:

- 12 are collected through a tenant perception survey
- 10 measures are taken from performance information from our systems. Under the requirements of the TSMs, we were only required to survey low-cost rental accommodation (which we refer to as 'our tenants').

The 10 management indicators measures were taken from both tenants' homes and low-cost home ownership (which we refer to as our 'shared owners') homes in line with the requirements.

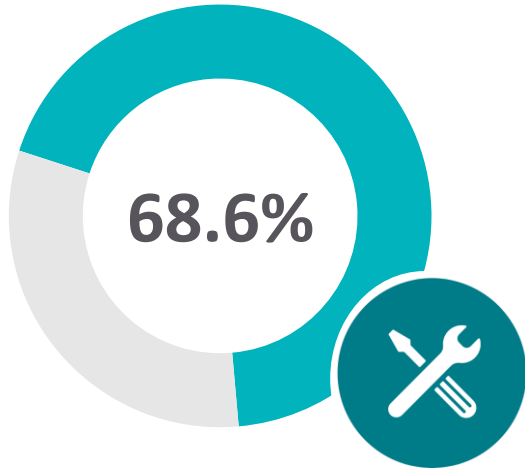
Overall satisfaction

575 tenants responded to our survey in September 2023

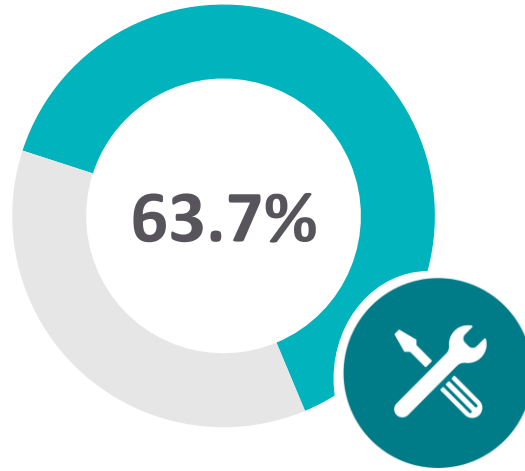


Tenants satisfied with our overall service

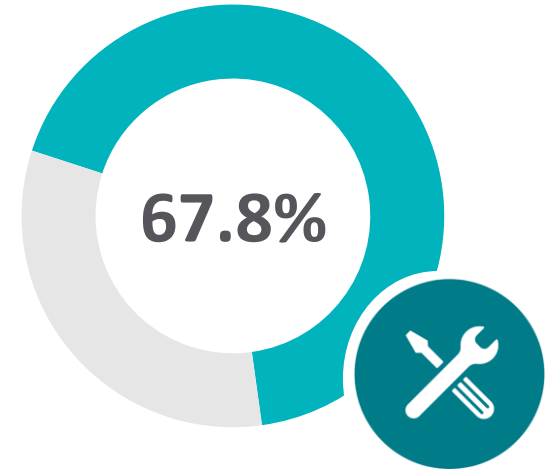
Keeping properties in good repair (LCRA only)



Tenants satisfied with our overall repairs service over the last 12 months

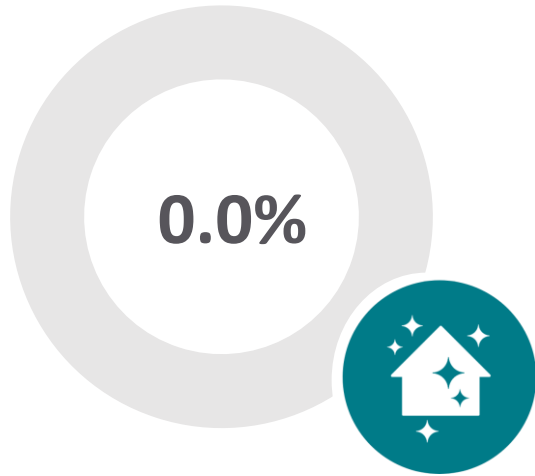


Tenants satisfied with time taken to complete your most recent repair after you reported it

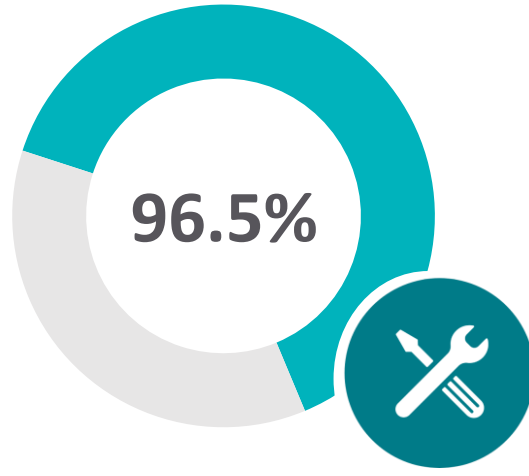


Tenants satisfied that we provide a home that is well maintained

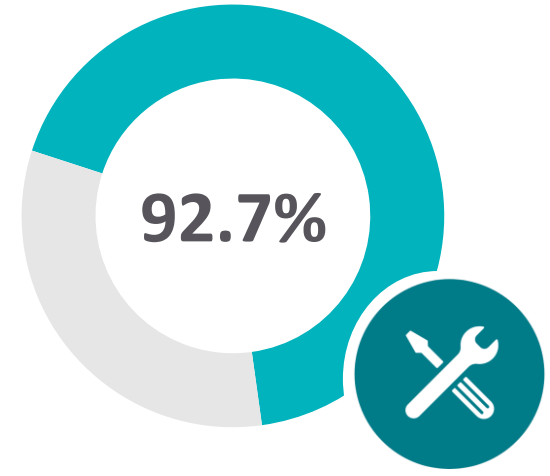
Keeping properties in good repair (LCRA only)



Homes that **do not** meet Decent Homes Standard

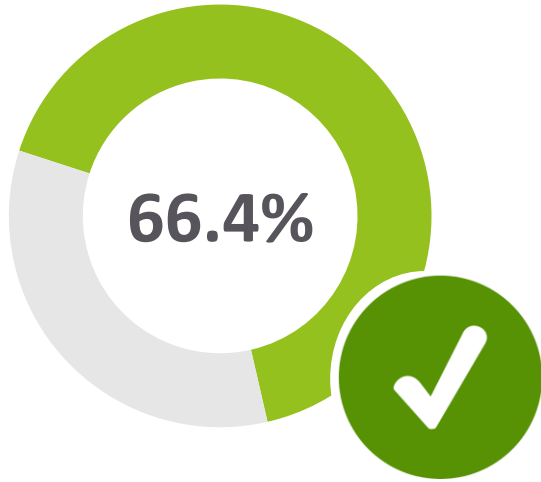


Emergency repairs completed within timescale

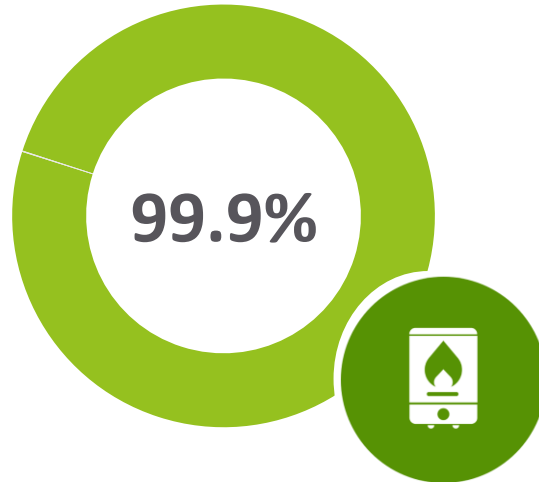


Non emergency repairs completed within timescale

Maintaining building safety



Tenants satisfied that we provide a home that is safe



Homes have had all necessary gas safety checks



Homes have had all necessary fire safety checks

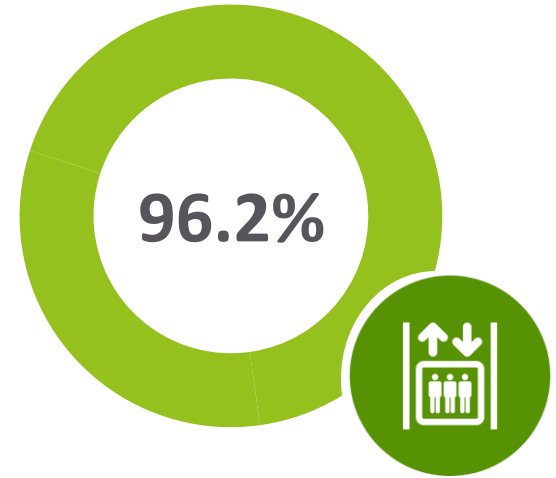
Maintaining building safety



Homes have had all necessary asbestos safety checks

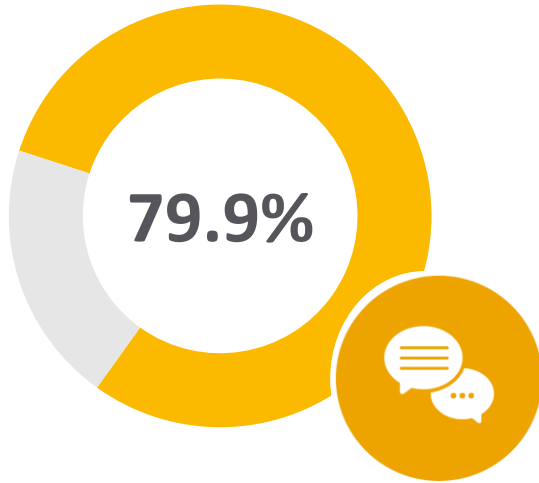


Homes have had all necessary water safety checks

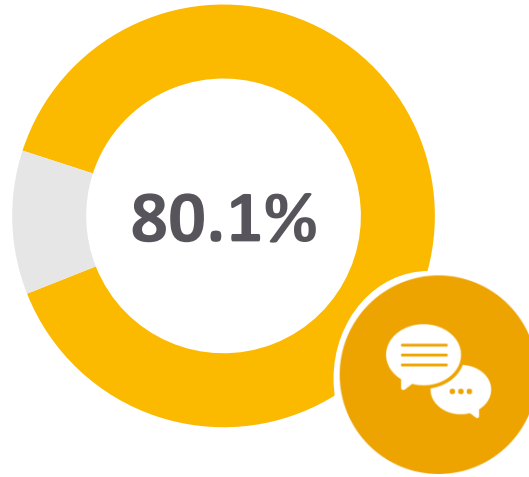


Homes have had all necessary lift safety checks

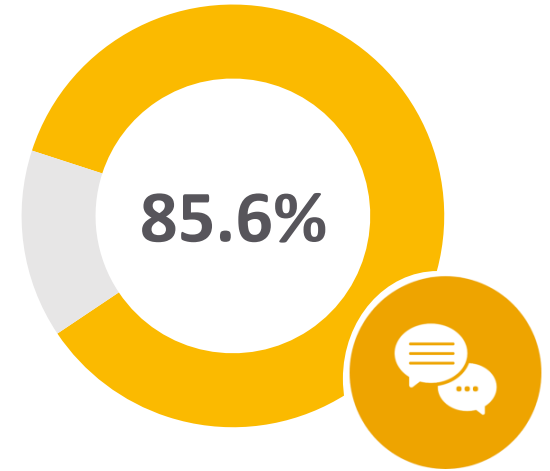
Respectful and helpful engagement



Tenants satisfied that we listen to your views and act on them

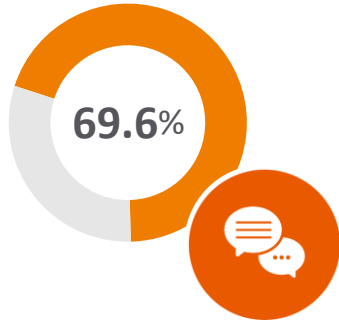


Tenants satisfied that we keep you informed about things that matter to you



Tenants agree that we treat you fairly and with respect

Effective handling of complaints (LCRA only)

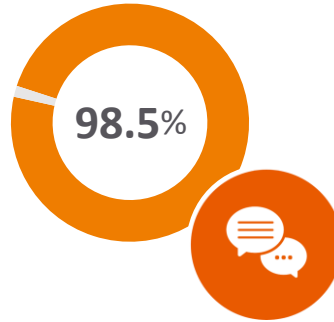


Tenants satisfied with our approach to complaints handling



Stage 1 complaints relative to size

(per 1,000 homes social tenants only)



Stage 1 complaints responded to within timescale



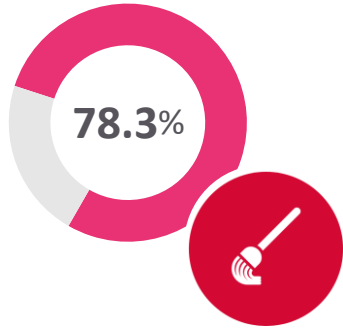
Stage 2 complaints relative to size

(per 1,000 homes social tenants only)

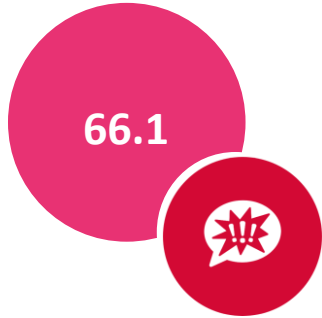


Stage 2 complaints responded to within timescales

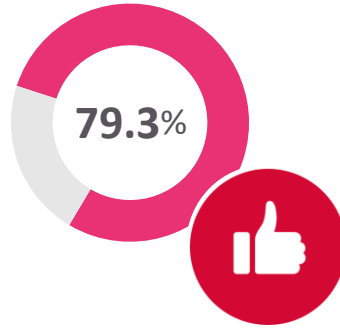
Responsible neighbourhood management



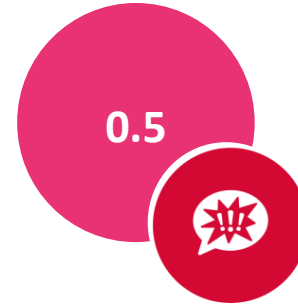
Tenants satisfied with us keeping communal areas clean and well maintained



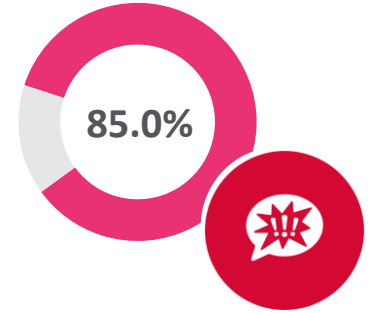
Antisocial behaviour cases per 1,000 homes



Tenants satisfied that we make a positive contribution to your neighbourhood



Antisocial behaviour cases that involve hate incidents per 1,000 homes



Tenants satisfied with our approach to handling antisocial behaviour