

TSM Code	TSM measure	Overall 24/25	Overall 23/24
TP01	Overall Satisfaction	57.8%	56.9%
TP02	Satisfaction with repairs	64.3%	63.3%
TP03	Satisfaction with time taken to complete most recent repair	65.1%	61.5%
TP04	Satisfaction that the home is well maintained	59.8%	53.5%
TP05	Satisfaction that the home is safe	69.8%	65.8%
TP06	Satisfaction that the landlord listens to tenant views and acts upon them	47.6%	45.6%
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	59.2%	52.0%
TP08	Agreement that the landlord treats tenants fairly and with respect	65.5%	62.3%
TP09	Satisfaction with the landlord's approach to handling complaints	25.6%	24.9%
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained	52.8%	53.5%
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods	54.9%	48.5%
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour	54.3%	50.3%

BS01	% of homes for which all required gas safety checks have been carried out	100%	99.9%
BS02	% of homes for which all required fire risk assessments have been carried out	99.9%	94.00%
BS03	% of homes for which all required asbestos management surveys or re-inspections have been carried out	100%	81.4%
BS04	% of homes for which all required legionella risk assessments have been carried out	100%	100%
BS05	% of homes for which all required communal passenger lift safety checks have been carried out Proportion of homes that do not meet the Decent Homes Standard.	100%	100%
RP01	Proportion of homes that do not meet the Decent Homes Standard.	5.5%	3.6%
RP02 (1)	Proportion of non-emergency responsive repairs completed within the landlord's target timescale. (Target 28 Days)	93.1%	90.70%
RP02 (2)	Proportion of emergency responsive repairs completed within the landlord's target timescale. (Target 24 Hours)	99.6%	99.7%
CH01 (1)	Number of complaints received per 1,000 homes (stage 1)	43.8	30.6

CH01 (2)	Number of complaints received per 1,000 homes (stage 2)	10.5	11.2
CH02 (1)	% Complaints responded to within timescales (Stage 1)	100%	90.7%
Ch02 (2)	% Complaints responded to within timescales (stage 2)	100%	96.4%
NM01 (1)	Number of anti-social behaviour (ASB) cases opened per 1,000 homes	75.4	63.3%
NM01 (2)	Number of anti-social behaviour (ASB) cases that involve hate incidents opened per 1,000 homes	0%	0%

