



## **Housing Operations**

**Tenant Satisfaction Measures generated from  
management information**

**2023/2024**

The Tenant Satisfaction Measures (TSMs) have been introduced by the Regulator of Social Housing in England to assess how well we are doing at keeping properties in good repair, maintaining building safety, respectful and helpful engagement, effective handling of complaints and responsible neighbourhood management.

Below are our Tenant Satisfaction Measures taken from information we hold on our systems about some of our services. This information was reported to the Regulator of Social Housing.

<b>Tenant Satisfaction Measures.</b>	<b>Reported to the Regulator of Social Housing</b>
<b>Decent Homes:</b> Proportion of homes that do not meet the Decent Homes Standard.	<b>No data was supplied to the Regulator</b>
<b>Responsive repairs:</b> Proportion of non-emergency responsive repairs completed within the landlord's target timescale.	<b>95.1%</b>
<b>Responsive repairs:</b> Proportion of emergency responsive repairs completed within the landlord's target timescale.	<b>94.8%</b>
<b>Anti-Social Behaviour:</b> Number of anti-social behaviour cases, opened per 1,000 homes.	<b>32.4%</b>
<b>Anti-Social Behaviour:</b> Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes.	<b>0.9%</b>
<b>Complaints:</b> Number of stage one complaints received per 1,000 homes.	<b>36.6%</b>
<b>Complaints:</b> Number of stage two complaints received per 1,000 homes.	<b>2.5%</b>
<b>Complaints:</b> Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	<b>50.3%</b>

<b>Complaints:</b> Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	<b>71.4%</b>

The below management performance Tenants Satisfaction Measure data provides the average percentage figure of the Council's compliance with the building safety requirements.

<b>Tenant Satisfaction Measures.</b>	<b>Reported to the Regulator of Social Housing</b>
<b>Gas safety checks:</b> Proportion of homes for which all required gas safety checks have been carried out	<b>99.6%</b>
<b>Fire risk assessments:</b> Proportion of homes for which all required fire risk assessments have been carried out.	<b>100%</b>
<b>Asbestos management surveys:</b> Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	<b>93.3%</b>
<b>Legionella risk assessments</b> Proportion of homes for which all required legionella risk assessments have been carried out.	<b>100%</b>
<b>Lift safety checks:</b> Proportion of homes for which all required communal passenger lift safety checks have been carried out.	<b>100%</b>