

Tenant Satisfaction Measures 2025/26 Management Performance

Tenant Satisfaction Measures (TSM's) provide greater transparency of our landlord performance. The TSMs comprise tenant perception measures (obtained through tenant surveys) and landlord performance management measures.

Further to the published performance infographic, the table below shows our management performance for each TSM during 2025/26.

Building Safety		
BS01	Proportion of homes for which all required gas safety checks have been carried out	99.5%
BS02	Proportion of homes for which all required fire risk assessments have been carried out	100%
BS03	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out	100%
BS04	Proportion of homes for which all required 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%

Anti-social behaviour		
NM01(1)	Number of anti-social behaviour cases opened per 1,000 homes	28.9
NM01(2)	Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes	0

Decent Homes Standard and Repairs		
RP01	Proportion of homes that do not meet the Decent Homes Standard	8.9%
RP02 (1)	Proportion of non-emergency repairs completed within the landlord's target timescale	98.4%
RP02 (2)	Proportion of emergency repairs completed within the landlord's target timescale	100%

Complaints		
CH01 (1)	Number of stage 1 complaints received per 1,000 homes	35.2
CH01 (2)	Number of stage 2 complaints received per 1,000 homes	6.6
CH02 (1)	Proportion of stage 1 complaints responded to within Housing Ombudsman Compliant Handling timescales	76.7%
CH02 (2)	Proportion of stage 2 complaints responded to within Housing Ombudsman Compliant Handling timescales	88%