

Tenants Satisfaction Measures – Performance Information 2025/26

In addition to our Satisfaction Survey results we also are pleased to share with you our Performance Management Information for the 2025/26 TSM survey period.

Buidling Safety

100%

BS01 – Gas Safety Checks

Buidling Safety

100%

BS02 – Fire Risk Assessments

Buidling Safety

100%

BS03 – Asbestos Surveys

Buidling Safety

100%

BS04 – Legionella Risk Assessments

Buidling Safety

100%

BS05 – Lift Safety Checks

Neighbourhood Management

54.7

NM01a – ASB Cases Open per 1,000 Homes

Neighbourhood Management

0.3

NM01b – ASB Hate Crime Cases per 1,000 Homes

DHS & Repairs

0.0%

RP01 – Homes that do not meet Decent Homes Standards

DHS & Repairs

85.5%

RP02a – Non-Emergency repairs completed on time

DHS & Repairs

99.1%

RP02b – Emergency repairs completed on time

Complaints

41.5

CH01a – Stage 1 complaints per 1,000 homes

Complaints

5.9

CH01b – Stage 2 complaints per 1,000 homes

Complaints

99.3%

CH02a – Stage 1 complaints responded within target time

Complaints

95.2%

CH02a – Stage 2 complaints responded within target time