

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. Target Timescale: <20 Work Days
DHS & Repairs 99.1% RP02b – Emergency repairs completed on time Target Timescale: 24hrs	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	Note