

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

BS01	% of homes for which all required gas safety checks have been carried out	99.9%
BS02	% of homes for which all required fire risk assessments have been carried out	98%
BS03	% of homes for which all required asbestos management surveys or re-inspections have been carried out	80%
BS04	% of homes for which all required legionella risk assessments have been carried out	100%
BS05	% of homes for which all required communal passenger lift safety checks have been carried out	100%
RP01	Proportion of homes that do not meet the Decent Homes Standard.	3.6%
RP02 (1)	Proportion of non-emergency responsive repairs completed within the landlord's target timescale.	90.7%
RP02 (2)	Proportion of emergency responsive repairs completed within the landlord's target timescale.	99.7%
CH01 (1)	Number of complaints received per 1,000 homes (stage 1)	30.7
CH01 (2)	Number of complaints received per 1,000 homes (stage 2)	11.3
CH02 (1)	% Complaints responded to within timescales (Stage 1)	90.7%
Ch02 (2)	% Complaints responded to within timescales (stage 2)	96.4%

NM01 (1)	Number of anti-social behaviour (ASB) cases opened per 1,000 homes	63.3
NM01 (2)	Number of anti-social behaviour (ASB) cases that involve hate incidents opened per 1,000 homes	0