

Appendix 1 – TSM year-end return 2023/24

Final TSM tenant survey results

TSM Survey Results	2022/23	Q1	Q2	Q3	Q4	2023/24	Trend	Diff to 22/23
Count of total completed responses	2652	644	672	632	623	2571		
Statistical accuracy - confidence interval	1.9%	3.8%	3.8%	3.9%	3.9%	1.9%		
Overall								
Overall satisfaction with services provided	60%	62%	63%	68%	70%	66%		6%
The home								
Percentage of tenants who had a repair in the last 12 months	66%	67%	70%	70%	70%	69%		3%
Satisfaction with overall repairs service received in the last 12 months	66%	68%	71%	71%	71%	70%		4%
Satisfaction with time taken to complete most recent repair	61%	63%	67%	67%	71%	67%		6%
Satisfaction that landlord provides a home that is well maintained	61%	67%	65%	69%	69%	68%		7%
Satisfaction that landlord provides a home that is safe	61%	73%	73%	76%	73%	74%		13%
Contact and communication								
Satisfaction that your landlord listens to your views and acts upon them	44%	54%	54%	57%	56%	55%		11%
Satisfaction that you are kept informed about things that matter to you	53%	66%	65%	69%	69%	67%		14%
Percentage of tenants agreeing 'my landlord treats me fairly and with respect'	62%	75%	73%	75%	73%	74%		12%
Percentage who made a complaint in the last 12 months	32%	29%	26%	27%	27%	28%		-4%
Satisfaction with your landlord's approach to complaints handling	24%	29%	25%	34%	27%	29%		5%
Satisfaction that your landlord is easy to deal with*	56%	67%	65%	66%	65%	66%		10%
Neighbourhood and community								
Satisfaction that communal areas are kept clean and well maintained	56%	66%	62%	68%	64%	65%		9%
Satisfaction that landlord makes a positive contribution to your neighbourhood	44%	64%	59%	61%	58%	60%		16%
Satisfaction with your landlord's approach to handling anti-social behaviour	42%	50%	52%	55%	55%	53%		11%

*Included in telephone survey as key customer services indicator

Final TSM Management Information results

CH01 – Complaints relative to the size of the landlord		
Number of:		
1. stage one complaints and		
2. stage two complaints received per 1,000 homes:		
Number of stage one complaints	Divided by: Number of dwelling units owned of the relevant stock type at year end.	Multiplied by 1,000
2,175	52,925 (LCRA dwelling units)	41.1 per 1,000 homes
Number of stage two complaints		Multiplied by 1,000
549		10.4 per 1,000 homes

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CH02 – Complaints responded to within Complaint Handling Code timescales.		
Proportion of:		
1. stage one complaints responded to and		
2. stage two complaints responded to within the Housing Ombudsman’s Complaint Handling Code timescales.		
Stage one complaints response time		
Number of stage one complaints made by tenants during the reporting year for the relevant stock type that were responded to within the Housing Ombudsman’s Complaint Handling Code timescale.	Divided by: Number of stage one complaints made by tenants in the relevant stock type during the reporting year.	Multiplied by 100
1,915	2,175	88.0%
Stage two complaints response time		
Number of stage two complaints made by tenants during the reporting year for the relevant stock type that were responded to within the Housing Ombudsman’s Complaint Handling Code timescale.	Divided by: Number of stage two complaints made by tenants in the relevant stock type during the reporting year.	Multiplied by 100
481	549	87.6%

NM01 – Anti-social behaviour cases relative to the size of the landlord		
Number of:		
1. anti-social behaviour cases, of which		
2. anti-social behaviour cases that involve hate incidents opened per 1,000 homes.		
1. Anti-social behaviour cases		
A. Total number of anti-social behaviour cases opened by or on behalf of the provider during the reporting year (including any ASB cases that involve hate incidents).	Divided by B. Number of dwelling units owned of the relevant social housing stock at year end.	Multiplied by 1,000
886	52,932 (LCRA & LCHO dwelling units)	16.7
2. Anti-social behaviour cases that involve hate incidents		

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Number of anti-social behaviour cases (as reported in part 1) that involve hate incidents opened by or on behalf of the provider during the reporting year.	Divided by Number of dwelling units owned of the relevant social housing stock at year end.	Multiplied by 1,000
53	52,932 (LCRA & LCHO dwelling units)	1.0

RP01 – Homes that do not meet the Decent Homes Standard		
Proportion of homes that do not meet the Decent Homes Standard		
Number of dwelling units owned to which the Decent Homes Standard applied which failed the Decent Homes Standard at year end.	Divided by: Number of dwelling units owned of the relevant stock type at year end.	Multiplied by 100
1,748	52,925 (LCRA dwelling units)	3.3%

RP02 – Repairs completed within target timescale		
Proportion of:		
1. non-emergency and		
2. emergency responsive repairs completed within the landlord's target timescale.		
Number of non-emergency responsive repairs completed within the provider's target timescale during the reporting year.	Divided by: Number of non-emergency responsive repairs completed during the reporting year.	Multiplied by 100
95,462	115,955	82.3%
Number of emergency responsive repairs completed within the provider's target timescale during the reporting year.	Divided by: Number of emergency responsive repairs completed during the reporting year.	Multiplied by 100
82,632	88,209	93.7%

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BS01 – Gas safety checks Proportion of homes for which all required gas safety checks have been carried out		
Number of dwelling units owned for which all required gas safety checks were carried out and recorded as at year end.	Divided by: Number of dwelling units owned for which gas safety checks were required to have been carried out as at year end.	Multiplied by 100
45,692	45,989	99.4%*

* For each of the properties overdue a minimum of three appointed visits have been attempted prior to expiry of the Landlord’s Gas Safety Record, in-line with our gas access procedure. In all cases, our well-established legal process is underway to ensure that access is achieved, and the gas safety check is completed.

BS02 – Fire safety checks Proportion of homes for which all required fire risk assessments have been carried out.		
Number of dwelling units owned within properties that required an FRA for which all required FRAs were carried out and recorded as at year end.	Divided by: Number of dwelling units owned within properties for which an FRA was required to have been carried out as at year end.	Multiplied by 100
13,633	13,633	100%

BS03 – Asbestos safety checks Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.		
Number of dwelling units owned within properties that required an asbestos management survey or re-inspection for which all required asbestos management surveys or re-inspections were carried out and recorded as at year end.	Divided by: Number of dwelling units owned within properties for which an asbestos management survey or re-inspection was required to have been carried out as at year end.	Multiplied by 100
12,312	12,312	100%

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BS04 – Water safety checks		
Proportion of homes for which all required legionella risk assessments have been carried out.		
Number of dwelling units owned for which all required legionella risk assessments (LRAs) were carried out and recorded as at year end.	Divided by: Number of dwelling units owned for which an LRA was required to have been carried out as at year end.	Multiplied by 100
7,644	7,644	100%

BS05 – Lift safety checks		
Proportion of homes for which all required communal passenger lift safety checks have been carried out.		
Number of dwelling units owned within properties with communal passenger lifts for which all Lifting Operations and Lifting Equipment Regulations (LOLER) inspection reports were carried out and recorded as at year end.	Divided by: Number of dwelling units owned within properties with communal passenger lifts as at year end.	Multiplied by 100
7,993	7,993	100%