

TSM KPI	23/24 Year End		September 2024		All LCRA Quartiles			Local Authority LCRA Quartiles		
	Result	Quartile AII/LA	Result	Quartile AII/LA	Lower	Median	Upper	Lower	Median	Upper
Proportion of respondents who report that they are satisfied with the service provided by their landlord (TP01)	65.9%	Low-Med Low-Med	66% (Q3)	Low-Med Low-Med	63.7%	71.3%	78.4%	61.6%	68.2%	75.9%
Proportion of respondents who report that they are satisfied with the overall repairs service from their landlord over the last 12 months (TP02)	70.3%	Low-Med Low-Med	70% (Q3)	Low-Med Low-Med	65.7%	72.3%	78.7%	63.3%	70.5%	77.7%
Proportion of respondents who report that they are satisfied with the time taken to complete their most recent repair after they reported it (TP03)	67.2%	Low-Med Low-Med	68% (Q3)	Med-Upp Med-Upp	61.1%	67.4%	75.3%	59.0%	66.1%	74.2%
Proportion of respondents who report that they are satisfied that their landlord provides a home that is well maintained (TP04)	67.7%	Low-Med Med-Upp	68% (Q3)	Low-Med Med-Upp	64.4%	70.8%	77.6%	61.1%	66.9%	75.0%
Proportion of respondents who report that they are satisfied that their landlord provides a home that is safe (TP05)	73.8%	Low-Med Med-Upp	72% (Q3)	Low-Med Low-Med	70.5%	76.7%	82.5%	68.1%	73.5%	79.9%
Proportion of respondents who report that they are satisfied that their landlord listens to their views and acts upon them (TP06)	55.2%	Low-Med Low-Med	54% (Q3)	Low-Med Low-Med	52.3%	60.4%	67.9%	49.2%	55.8%	63.7%
Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them (TP07)	66.8%	Low-Med Low-Med	67% (Q3)	Low-Med Med	63.8%	70.3%	75.9%	60.2%	67.0%	72.6%
Proportion of respondents who report that they are satisfied that their landlord treats them fairly and with respect (TP08)	73.9%	Low-Med Med-Upp	73% (Q3)	Low-Med Low-Med	70.8%	76.8%	82.8%	67.2%	73.5%	78.6%
Proportion of respondents who report that they are satisfied with their landlord's approach to complaints handling (TP09)	28.7%	Low-Med Med-Upp	27% (Q3)	Lower Low-Med	27.5%	34.5%	41.1%	24.7%	29.1%	36.2%
Proportion of respondents who report that they are satisfied that their landlord keeps communal areas clean and well maintained (TP10)	64.6%	Low-Med Med-Upp	61% (Q3)	Low-Med Low-Med	58.2%	65.1%	71.7%	55.3%	63.1%	69.9%

* The Regulator has determined these quartiles, so they are saying the more cases opened the higher the quartile. Q3 results for Perception Survey measures. Q2 results for Management Information measures.

TSM KPI	23/24 Year End		September 2024		All LCRA Quartiles			Local Authority LCRA Quartiles		
	Result	Quartile AII/LA	Result	Quartile AII/LA	Lower	Median	Upper	Lower	Median	Upper
Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to their neighbourhood (TP11)	60.4%	Low-Med Med-Upp	59% (Q3)	Low-Med Low-Med	55.1%	63.1%	70.4%	51.9%	59.5%	68.1%
Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour (TP12)	53.2%	Low-Med Low-Med	51% (Q3)	Lower Low-Med	51.3%	57.8%	64.8%	47.6%	54.0%	60.5%
Proportion of homes for which all required gas safety checks have been carried out (BS01)	99.4%	Lower Lower	99.5%	Lower Lower	99.7%	99.9%	100%	99.6%	99.9%	100%
Proportion of homes for which all required fire risk assessments have been carried out (BS02)	100%	Upper Upper	99.8%	Low-Med Low-Med	99.7%	100%	100%	99.1%	100%	100%
Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out (BS03)	100%	Upper Upper	99.6%	Low-Med Low-Med	99.2%	100%	100%	99.0%	100%	100%
Proportion of homes for which all required legionella risk assessments have been carried out (BS04)	100%	Upper Upper	100%	Upper Upper	99.6%	100%	100%	99.5%	100%	100%
Proportion of homes for which all required communal passenger lift safety checks have been carried out (BS05)	100%	Upper Upper	95.9%	Lower Lower	97.8%	100%	100%	100%	100%	100%
Number of anti-social behaviour cases, opened per 1,000 homes (NM01 (1))	16.7	Lower Lower	41.1	Med-Upp Med-Upp	20.7*	35.5*	56.5*	21.0*	35.3*	60.0*
Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes (NM01 (2))	1.0	Med-Upp Med-Upp	1.8	Upper Upper	0.2*	0.6*	1.2*	0.1*	0.5*	1.4*
Proportion of homes that do not meet the Decent Homes Standard (RP01)	3.3%	Med-Upp Low-Med	4.5%	Upper Med-Upp	0.02%*	0.50%*	3.43%*	1.36%*	3.64%*	8.93%*
Proportion of non-emergency responsive repairs completed within the landlord's target timescale (RP02 (1))	82.3%	Med-Upp Low-Med	86.6%	Med-Upp Med-Upp	70.7%	81.3%	89.2%	73.1%	82.6%	90.7%

* The Regulator has determined these quartiles, so they are saying the more cases opened the higher the quartile.
Q3 results for Perception Survey measures. Q2 results for Management Information measures.

TSM KPI	23/24 Year End		September 2024		All LCRA Quartiles			Local Authority LCRA Quartiles		
	Result	Quartile AII/LA	Result	Quartile AII/LA	Lower	Median	Upper	Lower	Median	Upper
Proportion of emergency responsive repairs completed within the landlord's target timescale (RP02 2)	93.7%	Low-Med Low-Med	94.8%	Low-Med Low-Med	87.9%	95.3%	98.7%	87.8%	95.1%	98.7%
Number of stage one complaints made by tenants in the relevant stock type during the reporting year per 1,000 homes (CH01 (1))	41.1	Low-Med Med-Upp	41.7	Low-Med Med-Upp	24.4	42.5	65.1	21.6	37.5	55.7
Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales (CH02 (1))	88%	Med-Upp Med-Upp	91.6%	Upper Upper	64.6%	82.3%	92.9%	55.0%	76.6%	89.0%
Number of stage two complaints made by tenants in the relevant stock type during the reporting year per 1,000 homes (CH01 (2))	10.4	Upper Upper	10.9	Upper Upper	3.2	5.7	9.9	2.7	5.0	9.4
Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales (CH02 (2))	87.6%	Med-Upp Med-Upp	89.6%	Med-Upp Med-Upp	64.0%	83.6%	97.8%	56.5%	80.0%	95.2%

* The Regulator has determined these quartiles, so they are saying the more cases opened the higher the quartile. Q3 results for Perception Survey measures. Q2 results for Management Information measures.