

**TSM results : 1 April 2023 to 31 March 2024**

**Results**

Ref no	TSMs collected from tenant perception surveys	%
TP01	Overall satisfaction	74.00
TP02	Satisfaction with repairs	80.00
TP03	Satisfaction with time taken to complete most recent repairs	78.00
TP04	Satisfaction that the home is well maintained	80.00
TP05	Satisfaction that the home is safe	79.00
TP06	Satisfaction that the landlord listens to tenant views and acts upon them	53.00
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	64.00
TP08	Agreement that the landlord treats tenant fairly and with respect	68.00
TP09	Satisfaction with the landlord's approach to handling complaints	33.00
TP10	Satisfaction that the landlord keeps the communal areas clean and well maintained	77.00
TP11	Satisfaction that the landlord makes a positive contribution to the neighbourhoods	57.00
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour	51.00

Ref no	TSMs generated from management information	%
	Complaints relative to the size of the landlord	
CH01	Stage 1 complaints <i>(Based on 30 stage 1 complaints received in the year, and adjusted for a number of stage 1 complaints per 1,000 homes to be able to compare landlords with each other)</i>	51.55
	Stage 2 complaints <i>(Based on 3 stage 2 complaints received in the year, and adjusted for a number of stage 2 complaints per 1,000 homes to be able to compare landlords with each other)</i>	5.15
CH02	Complaints responded to within the Complaint Handling Code timescales	
	Stage 1 complaints	76.67%
	Stage 2 complaints	33.33%
NM01	Anti-social behaviour cases	
	Anti-social behaviour cases relative to the size of the landlord <i>(Based on 22 anti-social behaviour cases opened in the year, adjusted for a number of cases per 1,000 homes to be able to compare landlords with each other)</i>	37.80
	Anti-social behaviour cases that involve hate crimes <i>Based on 2 hate crime cases opened in the year, adjusted for a number of cases per 1,000 homes to be able to compare landlords with each other)</i>	3.44
RP01	Homes that do not meet the Decent Homes Standard	0
	Repairs completed within target timescale	
	Emergency repairs*	71.97%
	Non-emergency repairs (urgent = 7 days, routine = 21 days)*	80.45%
BS01	Gas safety checks	99.60%
BS02	Fire safety checks	100.00%
BS03	Asbestos safety check**	2.00%
BS04	Water safety checks	100.00%
BS05	Lift safety checks	100.00%

\* The data used to calculate this includes all repairs raised whether delivered through contractors or directly employed handypersons' service. For the calculation we have assumed that all locally delivered handypersons jobs have been completed within timescales based on a review of the service and a conclusion that it is being delivered in a timely way. More detailed records will be kept from 2024/2025 onwards to be able to report timescale delivery on the internally provided handypersons' service too, alongside external contractor performance.

\*\* The majority of the overdue surveys were due for re-survey in March 2024. These surveys relate to communal areas asbestos checks that are due annually. We are confident that there are no additional risk posed to customers because of this delay. Dates have been agreed with THA's contractor to survey and provide certificates for all outstanding asbestos safety checks by June 2024.