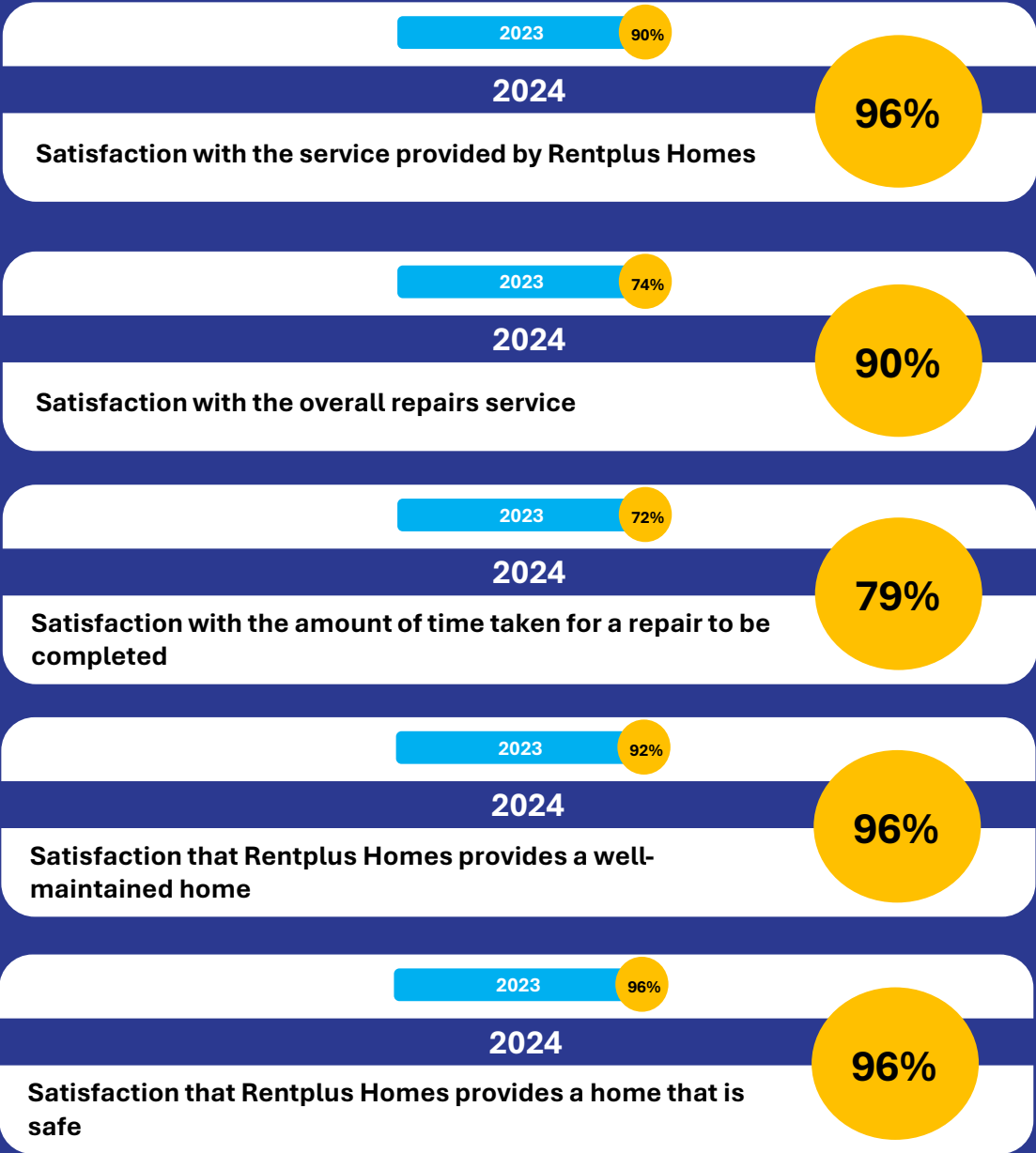
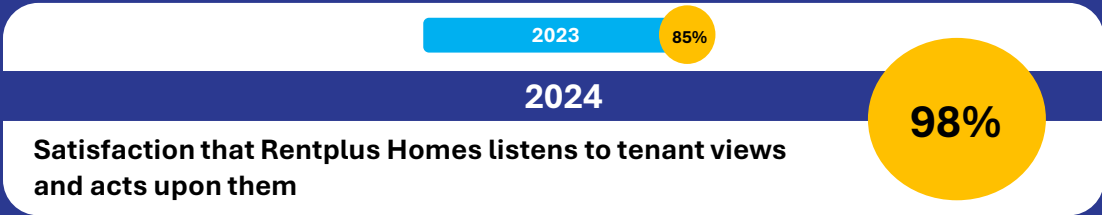


2024 Tenant Satisfaction Measures

Tenant Satisfaction Measures (TSMs) provide tenants with insight into how we perform across key service areas. Introduced by the Regulator of Social Housing, these measures are designed to improve standards for people living in social housing. TSMs are part of a new system that allows tenants to assess their landlord's performance and hold them accountable. There are 22 measures in total, covering areas such as repairs, safety, and complaints. This includes 12 customer perception measures, which reflect tenant satisfaction with our services, such as how well we manage repairs or resolve complaints. This year, 54 of our tenants participated out of 117 households. Here are the results from our 2024 survey:





Below are the figures measured using the landlord’s management information.

Complaints relative to the size of the landlord per 1000 units

0

Anti-social behaviour cases relative to the size of the landlord per 1000 units

0

Homes that meet the Decent Homes Standard

100%

Emergency repairs completed within the timescale

92%

Standard repairs completed within the timescale

76%

Percentage of homes with Gas Safety Checks

99%

Percentage of homes with Fire Safety Checks

100%

Percentage of homes with Legionella Checks

100%

Percentage of homes with Lift Safety Checks

100%