

Tenant Satisfaction Measures – management information measures

Tenant Satisfaction Measure	2023/2024			Result 2024/2025		
	Renters (Low Cost Rented Accommodation)	Homeowners (Low Cost Homeownership)	Combined	Renters (Low Cost Rented Accommodation)	Homeowners (Low Cost Homeownership)	Combined
BS01: Compliance - Gas	-	-	99.3%	-	-	99.7%
BS02: Compliance - Fire Safety Checks	-	-	99.7%	-	-	99.9%
BS03: Compliance - Asbestos Checks	-	-	99.9%	-	-	99.3%
BS04: Compliance - Water Safety Checks	-	-	99.8%	-	-	100%
BS05: Compliance - Lift Safety Checks	-	-	85.0%	-	-	97.7%
CH01: Complaints - Stage 1 Per 1000 Homes	94.1	67	-	113.1	51.2	-
CH01: Complaints - Stage 2 Per 1000 Homes	15.6	14.7	-	23.1	16.4	-
CH02: Complaints - Stage 1 Responded in Code	76.1	80.0	-	92.5%	84.7%	-
CH02: Complaints - Stage 2 Responded in Code	64.2	85.7	-	79.6%	74.4%	-
NM01: ASB Per 1000 Homes	-	-	73.2	-	-	55.6
NM01: ASB Per 1000 Homes Involving Hate	-	-	0.9	-	-	0.56
RP01: Homes not meeting Decent Homes	0.4%	-	-	0.22%	-	-
RP02: Repairs in target timescale - Non-	67.5%	-	-	69.6%	-	-
RP02: Repairs in target timescale - Emergency	88.2%	-	-	89.4%	-	-