
























Summary

- Work in progress – Management shown, still subject to housemark validation pre April 2023.
- Housemark workshop – Portal still awaited from the regulator 07/02/2023.
- Strategic consideration for perception measures (TSM x 12).
- Resource considerations for ICT infrastructure for uploading to portal.
- Resource co-ordination to reality check TSM submission prior to upload to portal.

TSM – Measured by Landlords Directly

TSM code	TSM name	Person's responsible	RAG/Summary	TSM Technical Requirements
CH01	Complaints relative to the size of the landlord	Zoe (Nicola Hesketh)	 	 TSM Technical Requirements
CH02	Complaints responded to within Complaint Handling Code timescales	Zoe (Nicola Hesketh)	 	
NM01	Anti-social behaviour cases relative to the size of the landlord	Tina (Lee Birch)	 	
RP01	Homes that do not meet the Decent Homes Standard	Paul	 	
RP02	Repairs completed within target timescale	Paul (Martin Harper)	 	
BS01	Gas safety checks	Paul (Barry Curtis)	 	
BS02	Fire safety checks (Data	Paul (Barry Curtis)	 	
BS03	Asbestos safety checks	Paul (Barry Curtis)	 	
BS04	Water safety checks	Paul (Barry Curtis)	 	
BS05	Lift safety checks	Paul (Barry Curtis)	 	

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:

Reporting Frequency	Complaints	Stage 1	Stage 2
Q1	26	To be completed	To be completed
Q2	8	To be completed	To be completed
Q3	6	To be completed	To be completed
Q4	10	To be completed	To be completed
Annual	50	To be completed	To be completed
Link to data	Not received		

The two metrics to be reported must be calculated as follows:

1. Stage one complaints

A. Number of stage one complaints made by tenants in the relevant stock type during the reporting year.

Divided by

B. Number of dwelling units owned of the relevant stock type at year end.

Multiplied by 1,000.

2. Stage two complaints

A. Number of stage two complaints made by tenants in the relevant stock type during the reporting year.

Divided by

B. Number of dwelling units owned of the relevant stock type at year end.

Multiplied by 1,000.

Summary

Data currently being recorded, will require resourcing to match TSM measures calculations.

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.

The two metrics to be reported must be calculated as follows:

1. Stage one complaints response time

A. Number of stage one complaints made by tenants during the reporting year for the relevant stock type that were responded to within the Housing

Divided by:

B. Number of stage one complaints made by tenants in the relevant stock type during the reporting year.

Multiplied by 100.

2. Stage two complaints response time

A. Number of stage two complaints made by tenants during the reporting year for the relevant stock type that were responded to within the Housing

Divided by

B. Number of stage two complaints made by tenants in the relevant stock type during the reporting year.

Multiplied by 100.

Reporting Frequency	Complaints
Q1	2
Q2	1
Q3	1
Q4	0
Annual	4
Link to data	Not received

Summary

Data currently being recorded, will require resourcing to match TSM measures calculations.

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.

The two metrics to be reported must be calculated as follows:

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.

2. Anti-social behaviour cases that involve hate incidents

A. 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

B. Number of dwelling units owned of the relevant social housing stock at year end.

Multiplied by 1,000.

Reporting Frequency	ASB Cases	Involving hate
Annual	164	1
Link to data	Not received	

Summary

Data currently being recorded, will require resourcing to match TSM measures calculations.

RP01 - Homes that do not meet the Decent Homes Standard

Proportion of homes that do not meet the Decent Homes Standard

Reporting Frequency	Data received
Annual	28
Link to data	Not received

A. Number of dwelling units owned to which the Decent Homes Standard applied which failed the Decent Homes Standard at year end.

Divided by

B. Number of dwelling units owned to which the Decent Homes Standard applied at year end.

Multiplied by 100.

Summary

Data currently being recorded, will require resourcing to match TSM measures calculations.

RP02 - Repairs completed within target timescale

Proportion of:
1. non-emergency and
2. emergency
responsive repairs completed within the target timescale.

The two metrics to be reported must be calculated as follows:

1. Non-emergency repairs

A. Number of non-emergency responsive repairs completed within the reporting year.

Divided by

B. Number of non-emergency responsive repairs completed during the reporting year.

Multiplied by 100

2. Emergency repairs


A. Number of emergency responsive repairs completed within the providers target timescale during the reporting year.

Divided by

B. Number of emergency responsive repairs completed during the reporting year.

Multiplied by 100

Providers must report the target timescales for completing (both emergency and non-emergency) responsive repairs used to generate this TSM.

Reporting Frequency	Data received
Annual	94.79%
Link to data	 RP02

Summary

Data currently being recorded, will require resourcing to match TSM measures calculations.

BS01 - Gas safety checks

Proportion of homes for which all required gas safety checks have been carried out.

Reporting Frequency	Data received
Annual	99.57%
Link to data	S:\Housing and Health Directorate\Housing\1 Repairs\1 ENGIE\Gas\Gas Servicing\2022 – 2023

A. Number of dwelling units owned for which all required gas safety checks were carried out and recorded as at year end.

Divided by:

B. Number of dwelling units owned for which gas safety checks were required to have been carried out as at year end.

Multiplied by 100

Summary

Data currently being recorded, will require resourcing to match TSM measures calculations.

Data for Housing Stock requires separation from commercial stock.

BS02 - Fire safety checks

Proportion of homes for which all required fire risk assessments have been carried out.

Reporting Frequency	Data received
Annual	100%
Link to data	S:\Housing and Health Directorate\Housing\1 Repairs\1 Graham Environmental\Corporate\Meetings\2022-23

A. 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

B. 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

Summary

Data currently being recorded, will require resourcing to match TSM measures calculations.

Data for Housing Stock requires separation from commercial stock.

BS03 - Asbestos safety checks

Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.

Reporting Frequency	Data received
Annual	100%
Link to data	S:\Housing and Health Directorate\Housing\1 Repairs\1 Graham Environmental\Corporate\Meetings\2022-23

A. 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:

B. 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

Summary

Data currently being recorded, will require resourcing to match TSM measures calculations.

Data for Housing Stock requires separation from commercial stock.

BS04 - Water safety checks

Proportion of homes for which all required legionella risk assessments have been carried out.

	Data received
Annual	100%
Link to data	S:\Housing and Health Directorate\Housing\1 Repairs\1 Graham Environmental\Corporate\Meetings\2022-23

A. Number of dwelling units owned for which all required legionella risk assessments (LRAs) were carried out and recorded as at year end.

Divided by:

B. Number of dwelling units owned for which an LRA was required to have been carried out as at year end.

Multiplied by 100

Summary

Data currently being recorded, will require resourcing to match TSM measures calculations.

Data for Housing Stock requires separation from commercial stock.

BS05 - Lift safety checks

Proportion of homes for which all required communal passenger lift safety checks have been carried out.

	Data received
Annual	100%
Link to data	S:\Housing and Health Directorate\Housing\1 Repairs\1 ENGIE\Lift Service & Maintenance\2022-2023

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A. 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:

B. Number of dwelling units owned within properties with communal passenger lifts as at year end.

Multiplied by 100

Summary

Data currently being recorded, will require resourcing to match TSM measures calculations.

Data for Housing Stock requires separation from commercial stock.

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