

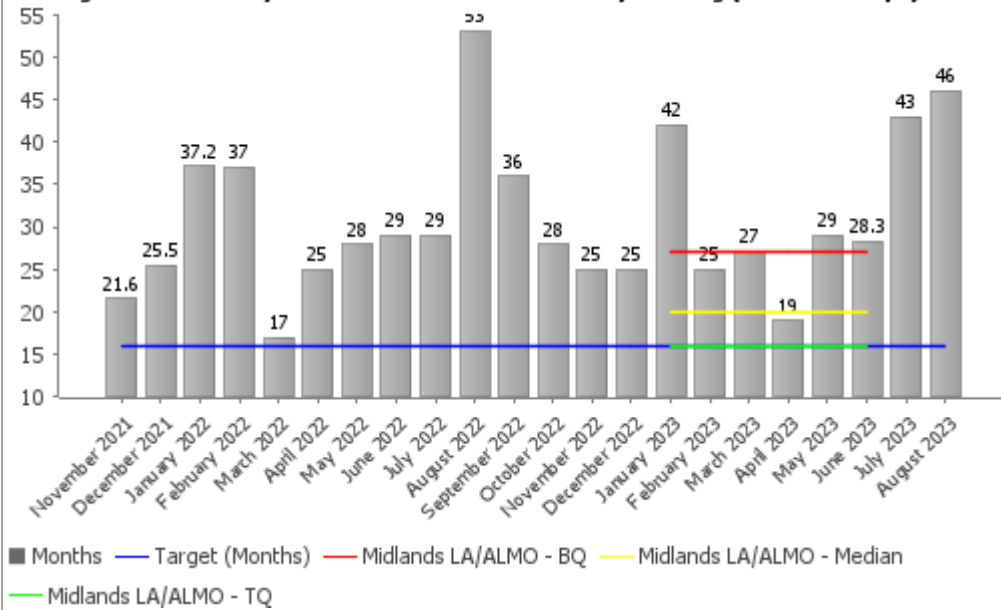
# TSM Tenant Satisfaction Measures Report

Generated on: 02 November 2023

Rows are sorted by Code

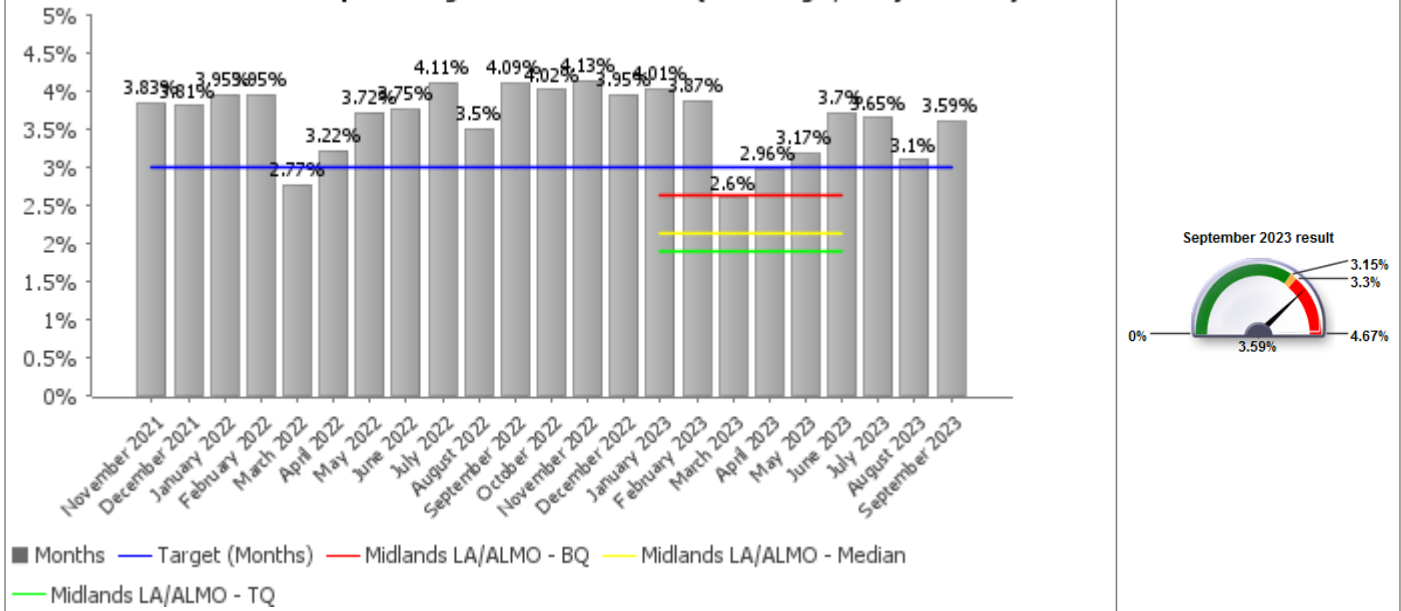
Code	LPI_BV212	Short Name	Average number of days taken to re-let local authority housing (Standard Empty Homes)	
<p>What are we measuring?                      How many days the standard property was empty. Counting from when the old tenancy ended to when the new tenancy begins for standard property less than £5000 worth of void costs.                      Outcome                      Landlord Services believe in meeting people's housing needs and re-letting standard empty homes as fast as possible to minimise applicants time on the waiting list.</p> <p>Non standard properties include:                      - capital type works i.e. kitchen, bathrooms, roof, windows.                      - any hard to let properties.                      - any disabled adapted works. - any miscellaneous that does not reflect routine revenue void turnaround                      - properties used for decants because of major disrepair</p>				
Ownership Assigned To	Performance Data Last Update	Settings Last Modified Date	Performance Data Current Value	Notes & History Latest Note
Lucy Cunnett; Martin Harper	August 2023	17-Oct-2023	46	

**Average number of days taken to re-let local authority housing (Standard Empty Homes)**

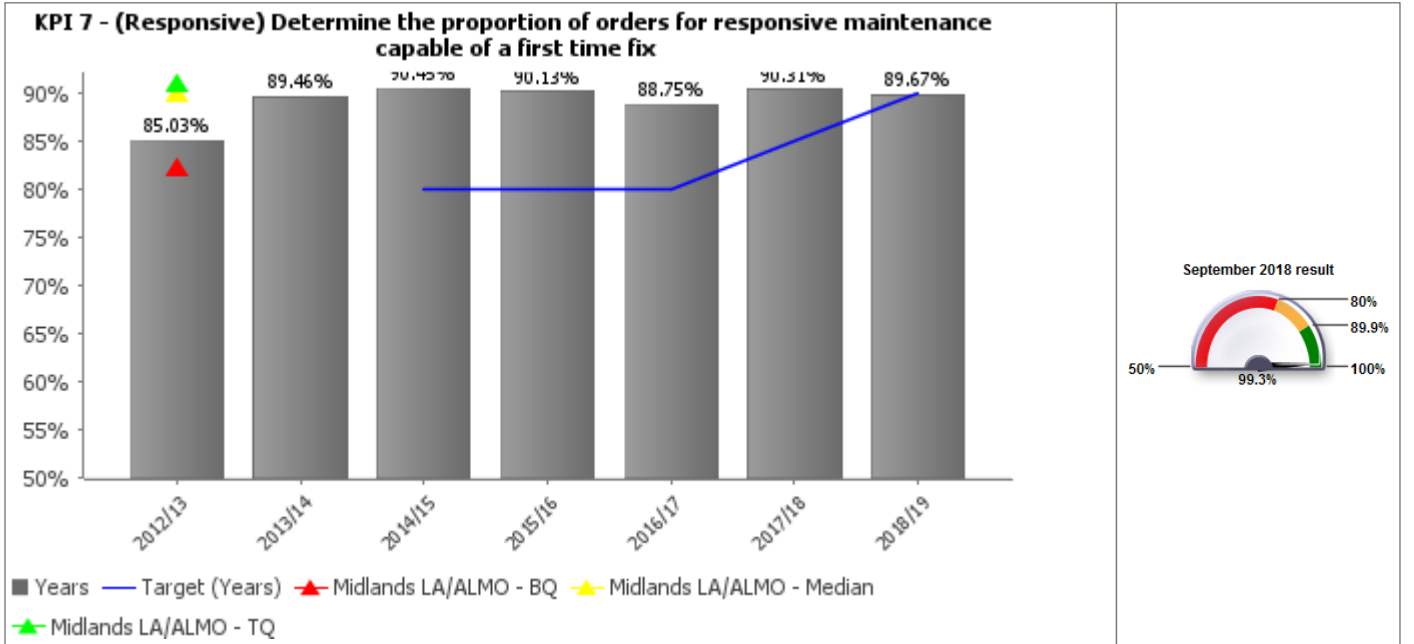


Code	LPI_CSHSRIM111	Short Name	Current tenants arrears as a percentage of the annual debit (excluding h/b adjustments)	
<b>Ownership Assigned To</b>	<b>Performance Data Last Update</b>	<b>Settings Last Modified Date</b>	<b>Performance Data Current Value</b>	<b>Notes &amp; History Latest Note</b>
Julie Clempson; Leanne Lea	September 2023	03-Oct-2023	3.59%	This is the arrears at month end, September 2023, as a % of the annual debit which is £20,832,240

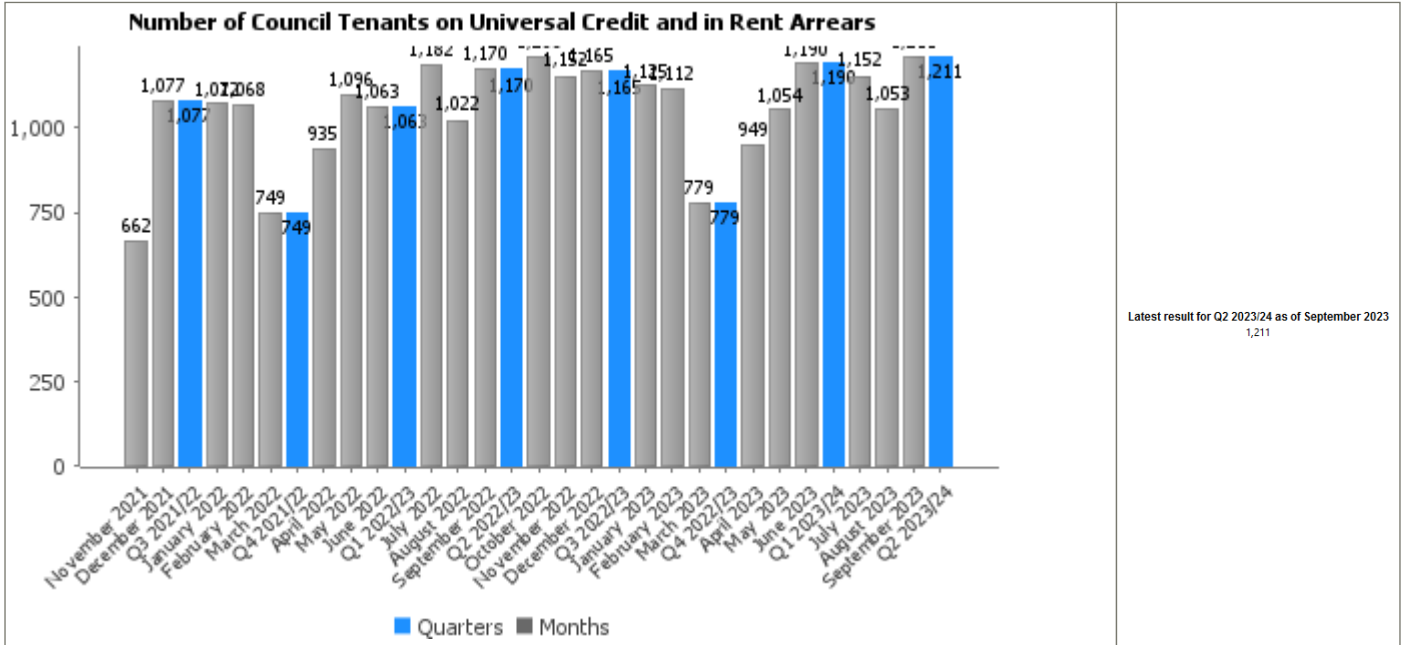
**Current tenants arrears as a percentage of the annual debit (excluding h/b adjustments)**



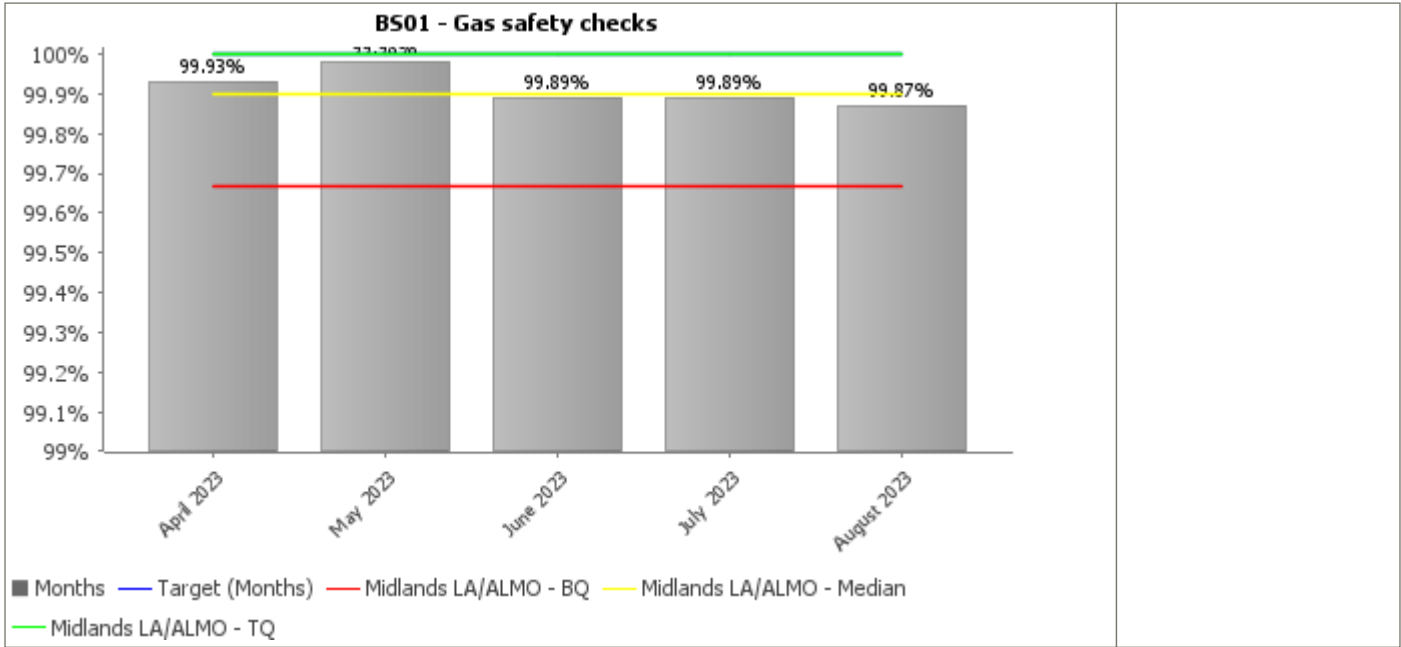
Code	LPI_HMLSHMM012	Short Name	KPI 7 - (Responsive) Determine the proportion of orders for responsive maintenance capable of a first time fix	
<b>Ownership Assigned To</b>	<b>Performance Data Last Update</b>	<b>Settings Last Modified Date</b>	<b>Performance Data Current Value</b>	<b>Notes &amp; History Latest Note</b>
Martin Harper; Paul Weston	September 2018	17-Aug-2023	99.3%	



Code	LPI_UC_010	Short Name	Number of Council Tenants on Universal Credit and in Rent Arrears	
<b>Ownership Assigned To</b>	<b>Performance Data Last Update</b>	<b>Settings Last Modified Date</b>	<b>Performance Data Current Value</b>	<b>Notes &amp; History Latest Note</b>
Julie Clempson; Leanne Lea	Q2 2023/24	03-Oct-2023	1,211	



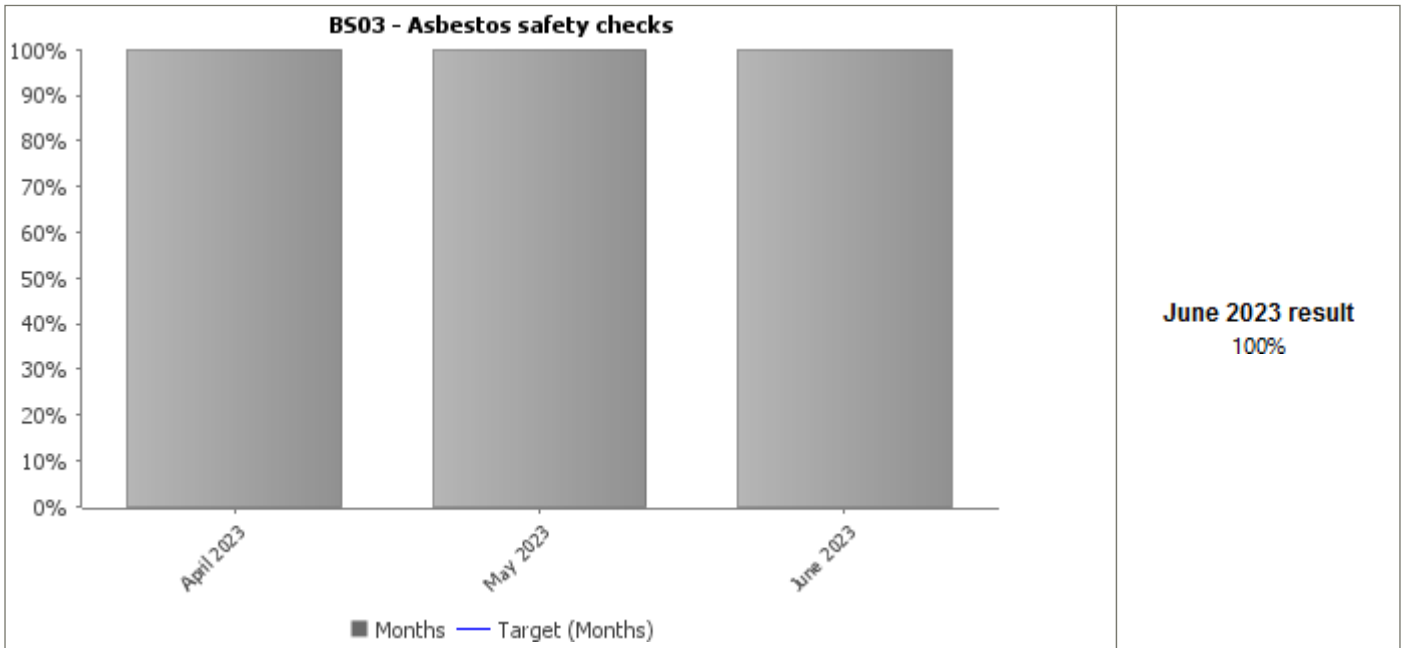
Code	TSM_BS01	Short Name	BS01 - Gas safety checks	
This measure will be based on the percentage of homes that have had all the necessary gas safety checks.				
Ownership Assigned To	Performance Data Last Update	Settings Last Modified Date	Performance Data Current Value	Notes & History Latest Note
Barry Curtis; Rowena Thomas	August 2023	27-Sep-2023	99.87%	



Code	TSM_BS02	Short Name	BS02 - Fire safety checks	
This measure will be based on the percentage of homes in buildings that have had all the necessary fire risk assessments.				
Ownership Assigned To	Performance Data Last Update	Settings Last Modified Date	Performance Data Current Value	Notes & History Latest Note
Barry Curtis		01-Aug-2023		



Code	TSM_BS03	Short Name	BS03 - Asbestos safety checks	
This measure will be based on the percentage of homes in buildings that have had all the necessary asbestos management surveys or re-inspections.				
Ownership Assigned To	Performance Data Last Update	Settings Last Modified Date	Performance Data Current Value	Notes & History Latest Note
Barry Curtis	June 2023	16-Aug-2023	100%	Third party audit programme in place with anniversary dates due August 2023. Internal audit to review tracker to ensure evidence based performance and management actions being progressed (PW)

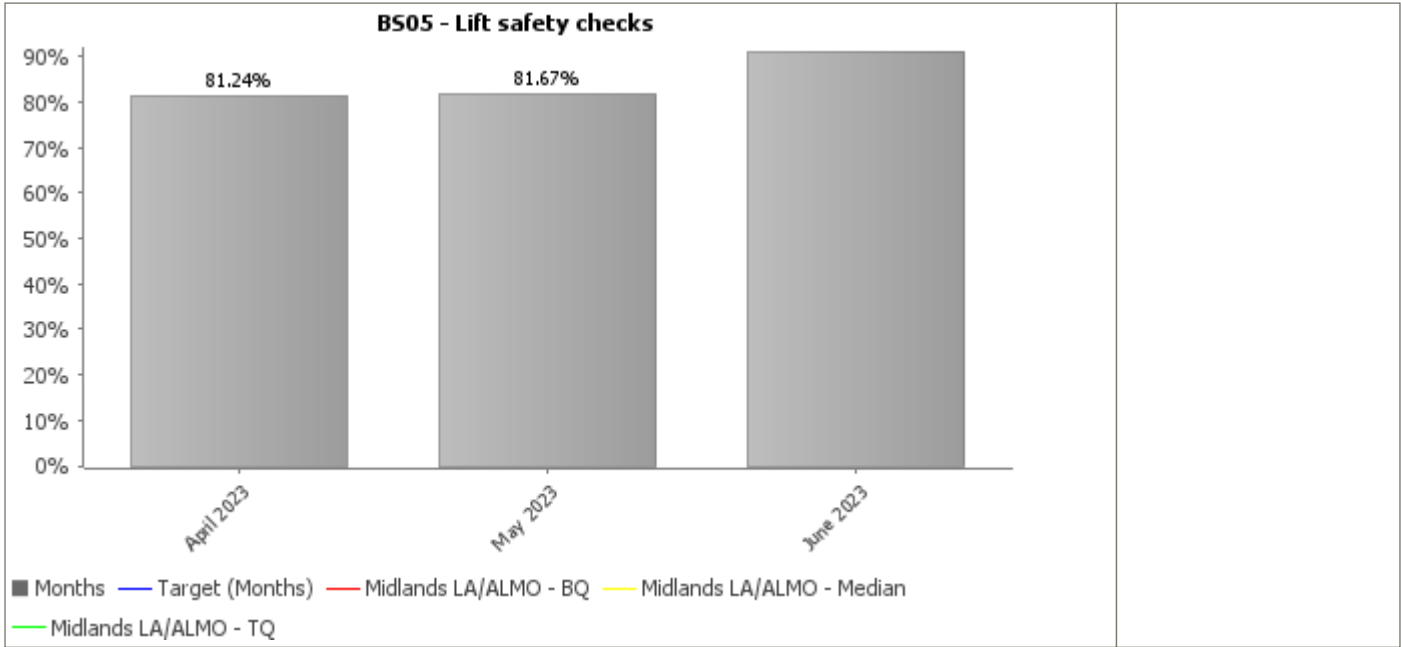


Code	TSM_BS04	Short Name	BS04 - Water safety checks	
This measure will be based on the percentage of homes that have had all the necessary legionella risk assessments. Legionella is a bacteria that can make people ill if it gets into water supplies.				
Ownership Assigned To	Performance Data Last Update	Settings Last Modified Date	Performance Data Current Value	Notes & History Latest Note
Barry Curtis		01-Aug-2023		

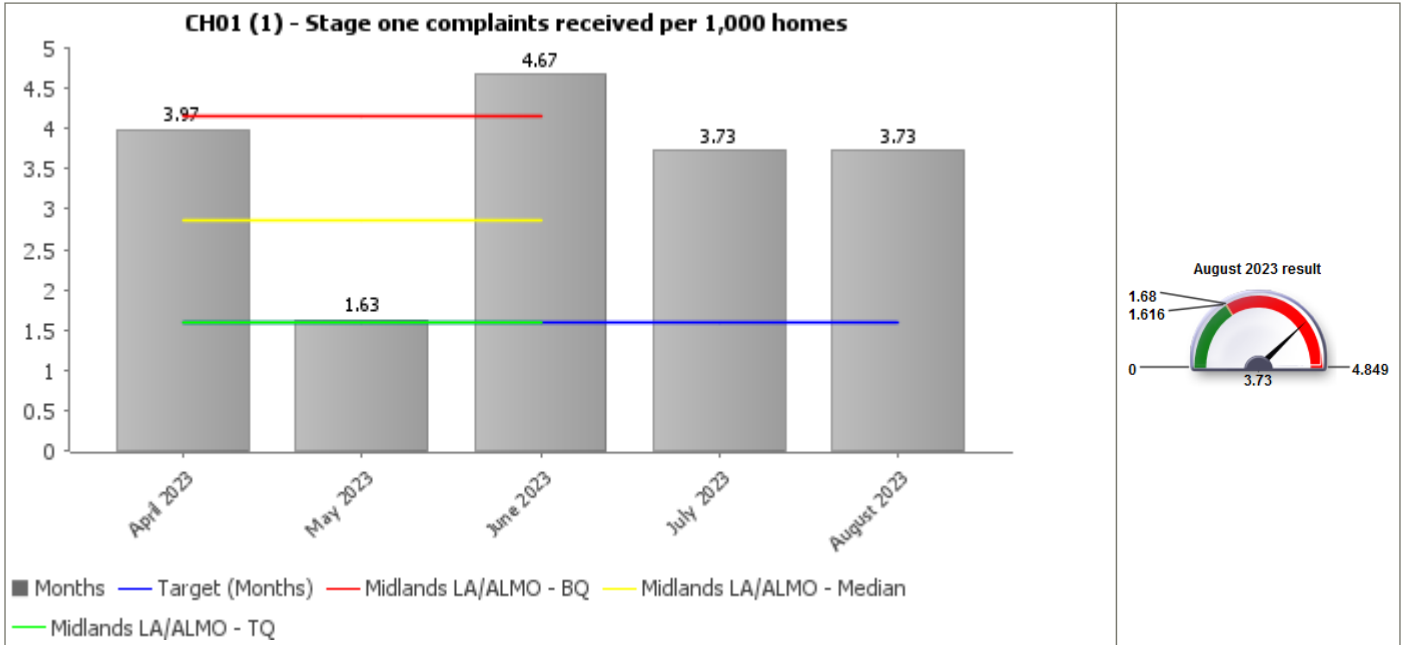




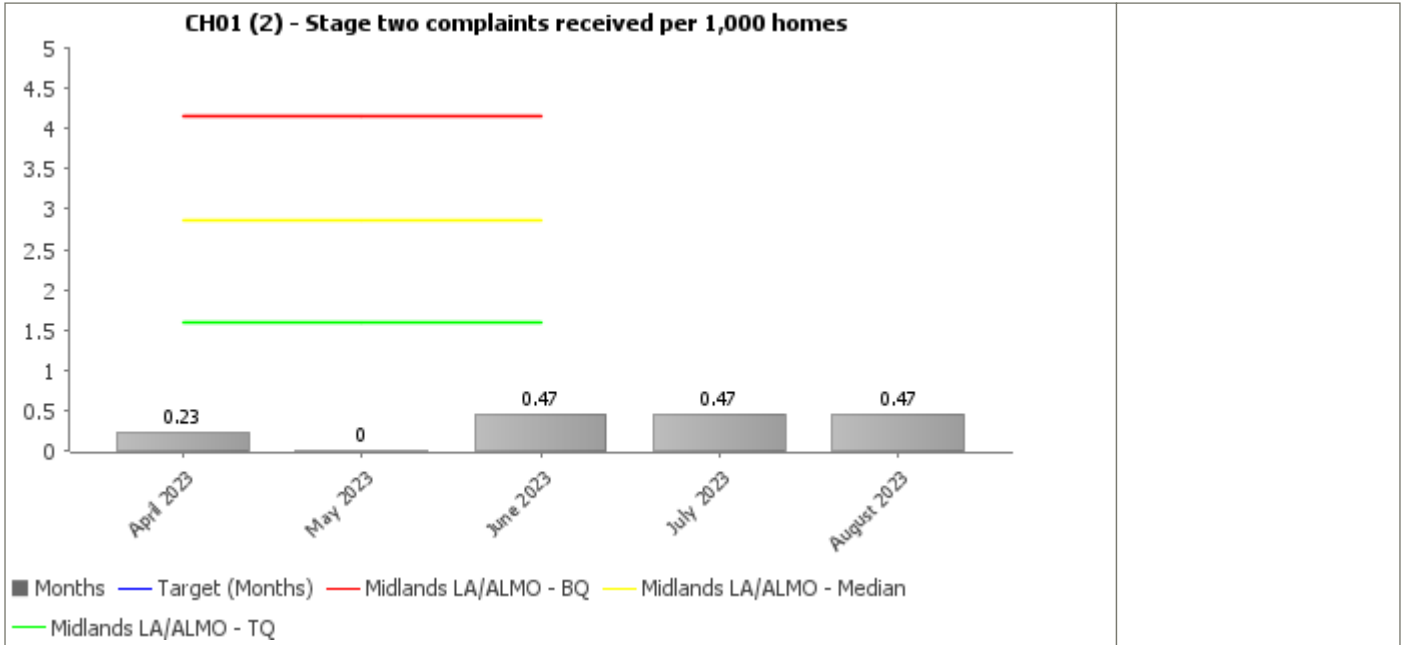
Code	TSM_BS05	Short Name	BS05 - Lift safety checks	
This measure will be based on the percentage of homes in buildings where the communal passenger lifts have had all the necessary safety checks.				
Ownership Assigned To	Performance Data Last Update	Settings Last Modified Date	Performance Data Current Value	Notes & History Latest Note
Barry Curtis	June 2023	17-Aug-2023	91.18%	



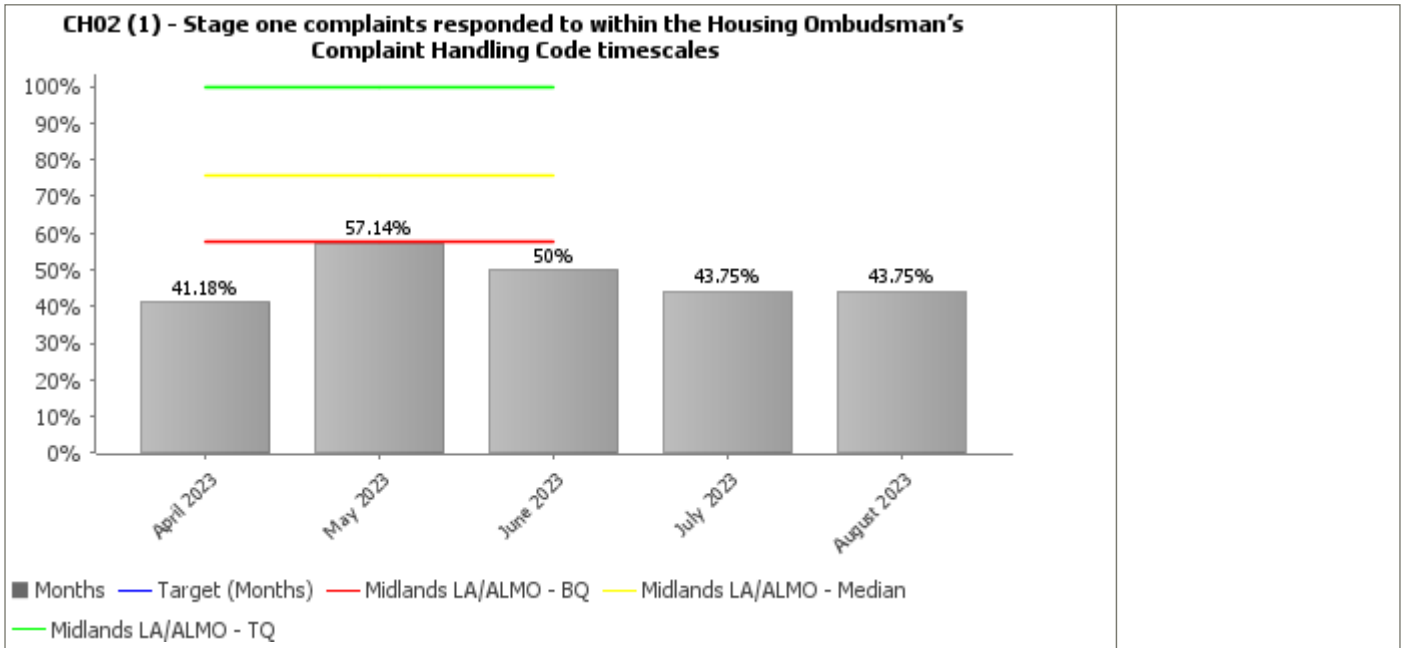
Code	TSM_CH01 (1)	Short Name	CH01 (1) - Stage one complaints received per 1,000 homes	
This measure will be based on the number of complaints the landlord receives for each 1,000 homes they own.				
Ownership Assigned To	Performance Data Last Update	Settings Last Modified Date	Performance Data Current Value	Notes & History Latest Note
Nicola Hesketh	August 2023	17-Oct-2023	3.73	



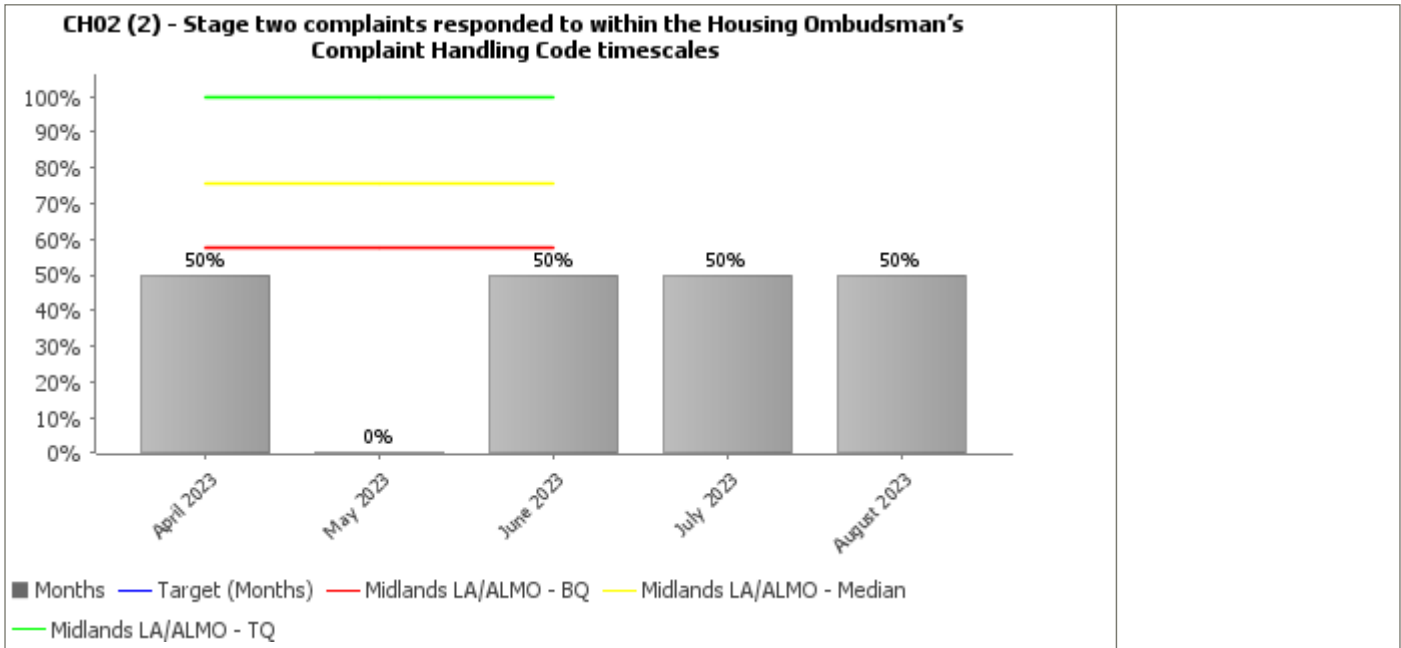
Code	TSM_CH01 (2)	Short Name	CH01 (2) - Stage two complaints received per 1,000 homes	
This measure will be based on the number of complaints the landlord receives for each 1,000 homes they own.				
Ownership Assigned To	Performance Data Last Update	Settings Last Modified Date	Performance Data Current Value	Notes & History Latest Note
Nicola Hesketh	August 2023	17-Oct-2023	0.47	



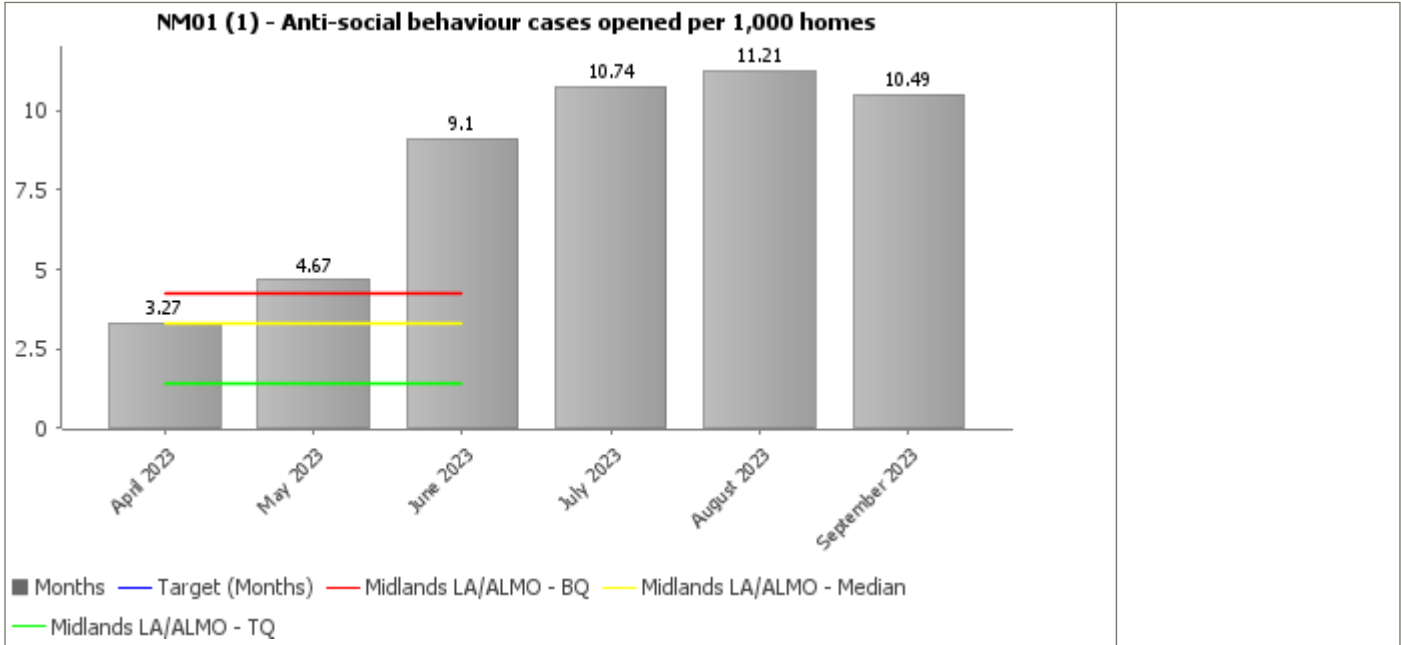
Code	TSM_CH02 (1)	Short Name	CH02 (1) - Stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	
<p>This measure will be based on the percentage of complaints the landlord responds to within the times set by the Housing Ombudsman's Complaint Handling Code. All social housing landlords have to follow this Code. The Housing Ombudsman is an independent organisation that tenants can ask to look at complaints about social housing landlords. Find out what the Complaint Handling Code says at: <a href="https://www.housing-ombudsman.org.uk/landlords-info/complaint-handling-code/">https://www.housing-ombudsman.org.uk/landlords-info/complaint-handling-code/</a></p>				
Ownership Assigned To	Performance Data Last Update	Settings Last Modified Date	Performance Data Current Value	Notes & History Latest Note
Nicola Hesketh	August 2023	17-Oct-2023	43.75%	



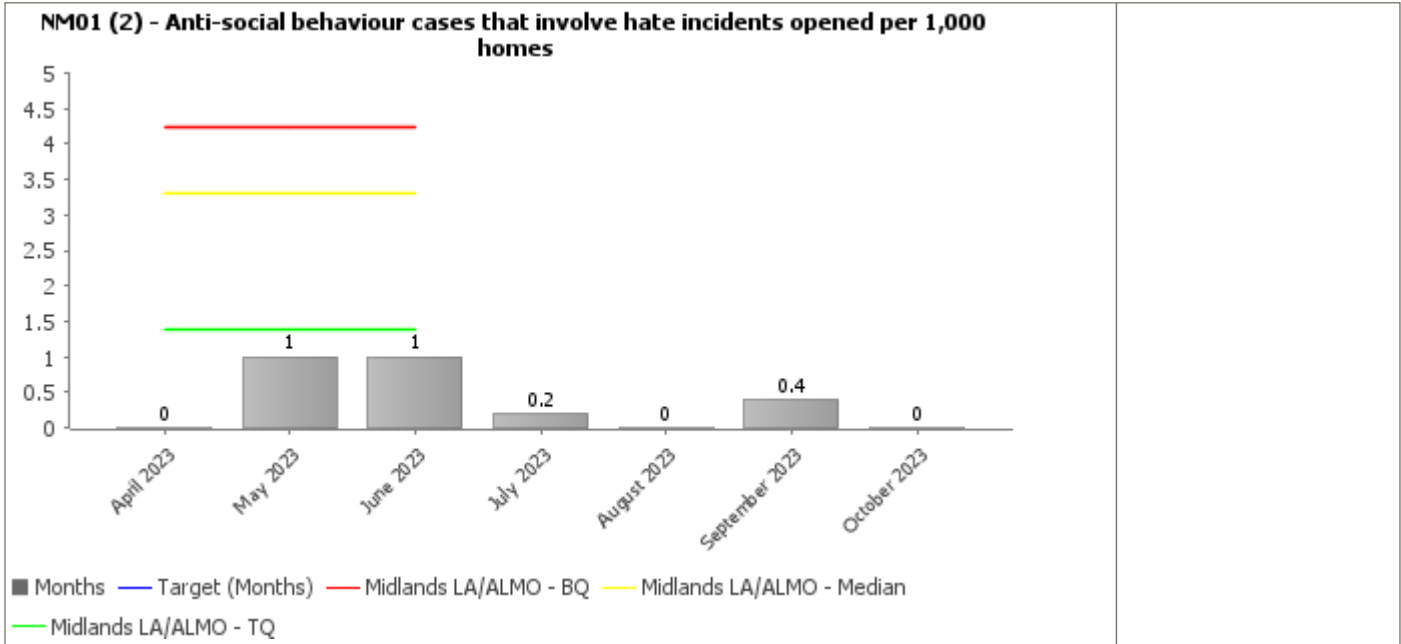
Code	TSM_CH02 (2)	Short Name	CH02 (2) - Stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	
<p>This measure will be based on the percentage of complaints the landlord responds to within the times set by the Housing Ombudsman's Complaint Handling Code. All social housing landlords have to follow this Code. The Housing Ombudsman is an independent organisation that tenants can ask to look at complaints about social housing landlords. Find out what the Complaint Handling Code says at: <a href="https://www.housing-ombudsman.org.uk/landlords-info/complaint-handling-code/">https://www.housing-ombudsman.org.uk/landlords-info/complaint-handling-code/</a></p>				
Ownership Assigned To	Performance Data Last Update	Settings Last Modified Date	Performance Data Current Value	Notes & History Latest Note
Nicola Hesketh	August 2023	17-Oct-2023	50%	



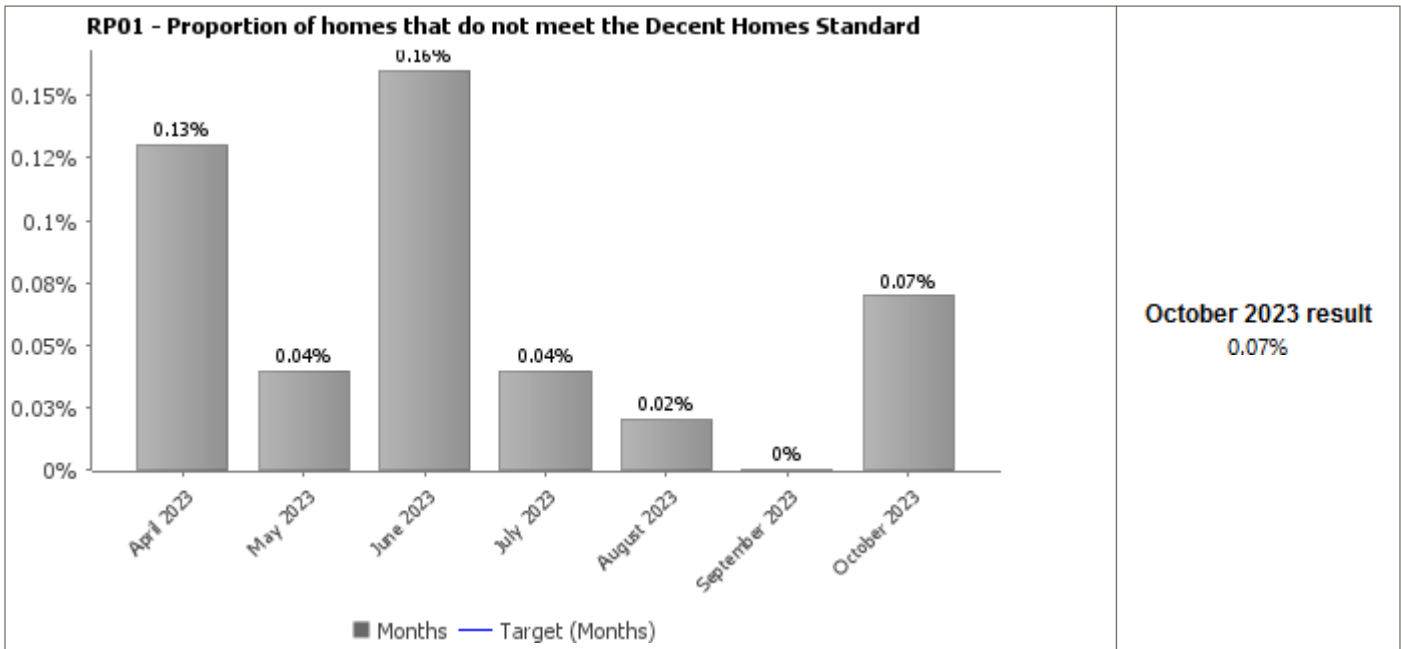
Code	TSM_NM01 (1)	Short Name	NM01 (1) - Anti-social behaviour cases opened per 1,000 homes	
This measure will be based on the number of anti-social behaviour cases opened for each 1,000 homes the landlord owns.				
Ownership Assigned To	Performance Data Last Update	Settings Last Modified Date	Performance Data Current Value	Notes & History Latest Note
Lee Birch; Julia Gibbs	September 2023	11-Oct-2023	10.49	45 new cases - properties owned 4288



Code	TSM_NM01 (2)	Short Name	NM01 (2) - Anti-social behaviour cases that involve hate incidents opened per 1,000 homes	
This measure will be based on the number of anti-social behaviour cases opened for each 1,000 homes the landlord owns, including the number of cases that involve hate incidents.				
Ownership Assigned To	Performance Data Last Update	Settings Last Modified Date	Performance Data Current Value	Notes & History Latest Note
Lee Birch; Julia Gibbs	October 2023	02-Nov-2023	0	No hate reports in October 2023

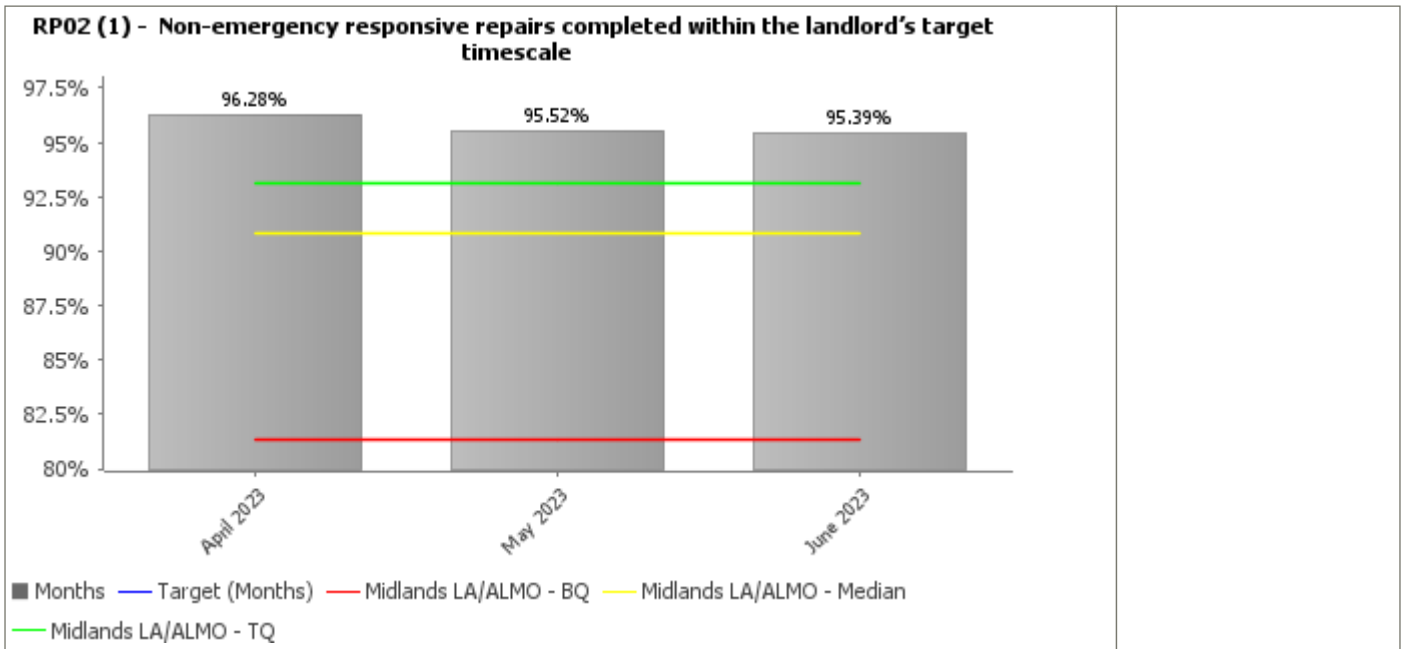


Code	TSM_RP01	Short Name	RP01 - Proportion of homes that do not meet the Decent Homes Standard	
This measure will be based on the percentage of a landlord's homes that do not meet the Decent Homes Standard. This is a government document describing conditions that social homes should meet.				
Ownership Assigned To	Performance Data Last Update	Settings Last Modified Date	Performance Data Current Value	Notes & History Latest Note
Ann Summers; Paul Weston	October 2023	01-Nov-2023	0.07%	3 Disrepair cases received in October making a total of 21 claims since 01.04.2023  Data is untested as awaiting a stock condition survey due March 2024

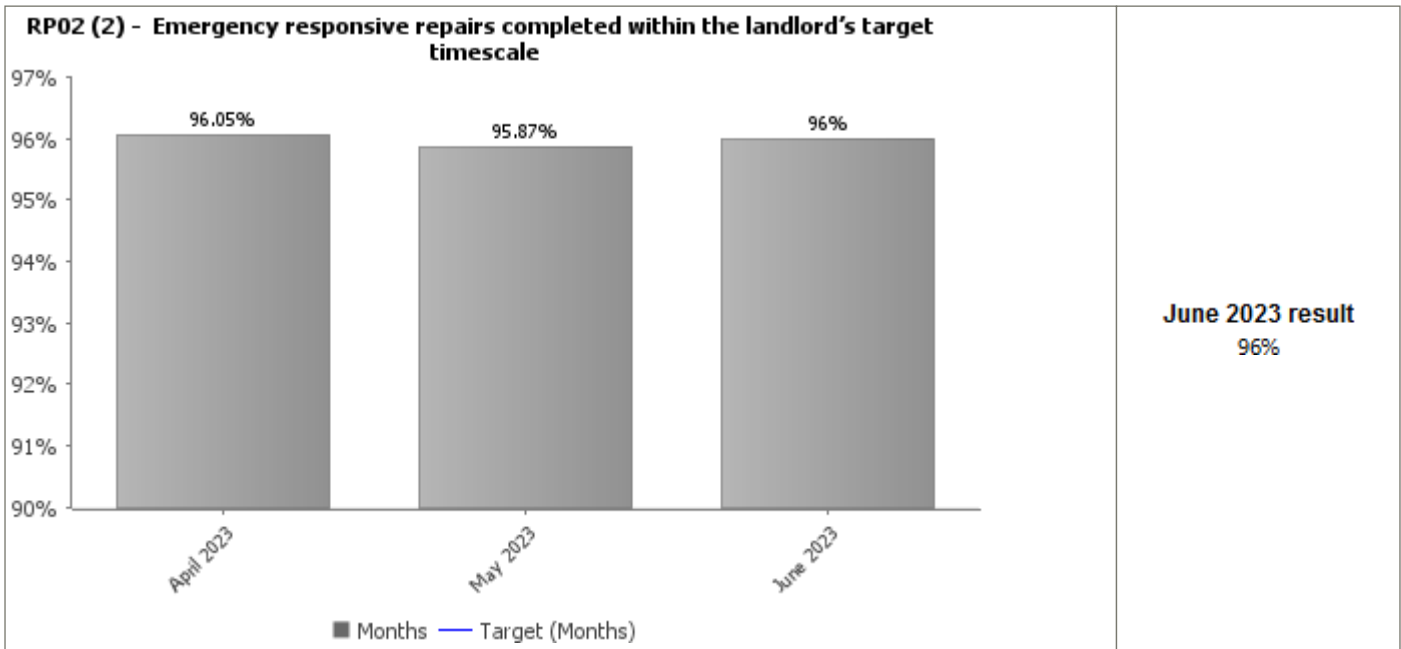




Code	TSM_RP02 (1)	Short Name	RP02 (1) - Non-emergency responsive repairs completed within the landlord's target timescale	
<p>This measure will be based on the percentage of repairs the landlord has done within the target time they have set for themselves. As part of this measure, landlords will have to make these target times public. This will measure both emergency and non-emergency repairs requested by tenants. Repairs planned by the landlord will not be included.</p> <p>Shared ownership homes will not be included in these five tenant satisfaction measures as repairs to these homes are the shared owner's responsibility, not the landlord's.</p>				
Ownership Assigned To	Performance Data Last Update	Settings Last Modified Date	Performance Data Current Value	Notes & History Latest Note
Martin Harper	June 2023	01-Aug-2023	95.39%	



Code	TSM_RP02 (2)	Short Name	RP02 (2) - Emergency responsive repairs completed within the landlord's target timescale	
<p>This measure will be based on the percentage of repairs the landlord has done within the target time they have set for themselves. As part of this measure, landlords will have to make these target times public. This will measure both emergency and non-emergency repairs requested by tenants. Repairs planned by the landlord will not be included.</p> <p>Shared ownership homes will not be included in these five tenant satisfaction measures as repairs to these homes are the shared owner's responsibility, not the landlord's.</p>				
Ownership Assigned To	Performance Data Last Update	Settings Last Modified Date	Performance Data Current Value	Notes & History Latest Note
Martin Harper	June 2023	01-Aug-2023	96%	





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