

## Tenant Satisfaction Measures – Landlord Measures – 2024/25

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### Background

The Tenant Satisfaction Measures came into force from 1st April 2023, reportable from 1st April 2024. The Transparency, Influence and Accountability Consumer Standard set by the Regulator of Social Housing requires all registered providers of social housing to collect and report annually on their performance using a core set of defined measures. As well as the tenant survey measures, below are the list of landlord management measures and how we are performing against them. Below are the Council's results for 2024/25 with a comparison against 2023/24.

Landlord Measure	Result 2024/25	Result 2023/24
BS01 Proportion of homes for which all required gas safety checks have been carried out	98.7%	99.7%
BS02 Proportion of homes for which all required fire risk assessments have been carried out	100%	100%
BS03 Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out	100%	100%
BS04 Proportion of homes for which all required legionella risk assessments have been carried out	100%	100%
BS05 Proportion of homes for which all required communal passenger lift safety checks have been carried out	100%	100%
NM01 (1) Number of anti-social behaviour cases opened per 1000 homes	57.1	46.3
NM01 (2) Number of anti-social behaviour cases that involve hate incidents opened per 1000 homes	0.5	1.1
RP01 Proportion of homes that do not meet the Decent Homes Standard	0.2%	5.8%
RP02 (1) Proportion of non-emergency responsive repairs completed within the landlord's target timescale	90.5%	91.6%
RP02 (2) Proportion of emergency responsive repairs completed within the landlord's target timescale	96.1%	97.0%
CH01 (1) Number of stage one complaints received per 1000 homes	62.3	37.3
CH01 (2) Number of stage two complaints received per 1000 homes	9.3	3.2

Landlord Measure	Result 2024/25	Result 2023/24
CH02 (1) Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	41.1%	94.7%
CH02 (2) Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	42.3%	100%