

Theme	TSM Ref:	TSM Description	IBC 23/24 Annual Figure	All Landlords Upper Quartile	Local Authority Upper Quartile	Housing Association Upper Quartile
Maintaining building safety	BS01	Gas safety checks	100.0%	100.0%	100.0%	100.0%
Maintaining building safety	BS02	Fire safety checks	100.0%	100.0%	100.0%	100.0%
Maintaining building safety	BS03	Asbestos safety checks	100.0%	100.0%	100.0%	100.0%
Maintaining building safety	BS04	Water safety checks	100.0%	100.0%	100.0%	100.0%
Maintaining building safety	BS05	Lift safety checks	100.0%	100.0%	100.0%	100.0%
Effective handling of complaints	CH01 1	Number of stage one complaints made by tenants in the relevant stock type during the reporting year per 1,000 homes	31.6	65.1	55.7	70.3
Effective handling of complaints	CH01 2	Number of stage two complaints made by tenants in the relevant stock type during the reporting year per 1,000 homes	2.3	9.9	9.40	10.5
Effective handling of complaints	CH02 01	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	100.0%	92.9%	89.0%	96.1%
Effective handling of complaints	CH02 02	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	88.9%	97.8%	95.2%	99.8%
Responsible neighbourhood management	NM01 1	Number of anti-social behaviour cases, opened per 1,000 homes	3.8	56.50	60.0	54.50
Responsible neighbourhood management	NM01 2	Number of anti-social behaviour cases, opened per 1,000 homes	0.1	1.20	1.4	1.10
Keeping properties in good repair	RP01	Homes that do not meet the Decent Homes Standard	0.0%	3.4%	8.9%	0.5%
Keeping properties in good repair	RP02 1	Proportion of non-emergency responsive repairs completed within the landlord's target timescale	76.9%	89.2%	90.7%	87.9%
Keeping properties in good repair	RP02 2	Proportion of emergency responsive repairs completed within the landlord's target timescale	100.0%	98.7%	98.7%	98.7%
Overall Satisfaction	TP01	Overall Satisfaction	76.7%	78.4%	75.9%	79.5%
Keeping properties in good repair	TP02	Satisfaction with repairs	81.7%	78.7%	77.7%	78.9%
Keeping properties in good repair	TP03	Satisfaction with time taken to complete most recent repair	78.1%	75.3%	74.2%	75.8%
Keeping properties in good repair	TP04	Satisfaction that the home is well maintained	76.7%	77.6%	75.0%	78.7%
Maintaining building safety	TP05	Satisfaction that the home is safe	80.9%	82.5%	79.9%	84.6%
Respectful and helpful engagement	TP06	Satisfaction that the landlord listens to tenant views and acts upon them	67.9%	67.9%	63.7%	69.9%
Respectful and helpful engagement	TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	73.4%	75.9%	72.6%	79.1%
Respectful and helpful engagement	TP08	Agreement that the landlord treats tenants fairly and with respect	82.8%	82.8%	78.6%	84.7%
Effective handling of complaints	TP09	Satisfaction with the landlord's approach to handling complaints	34.9%	41.1%	36.2%	73.4%
Responsible neighbourhood management	TP10	Satisfaction that the landlord keeps communal areas clean and well maintained	73.5%	71.7%	69.9%	72.3%
Responsible neighbourhood management	TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods	73.2%	70.4%	68.1%	73.2%
Responsible neighbourhood management	TP12	Satisfaction with the landlord's approach to handling anti-social behaviour	59.1%	64.8%	60.5%	67.8%