

# TSM (Tenant Satisfaction Measures) Scorecard

TSM Code	Indicator	Polarity	Our target	2023/24 results	Benchmarking against other London LAs/ALMOs*		
<b>Customer Relations (percentages rounded to whole numbers)</b>					<b>LQ</b>	<b>M</b>	<b>UQ</b>
CH02a	% of Stage 1 LCRA** complaints (received in period) responded to on time	High is best	90%	83%	60%	77%	90%
CH02b	% of Stage 2 LCRA complaints (received in period) responded to on time	High is best	90%	80%	28%	49%	95%
CH01a	Number of stage 1 LCRA complaints received in period per 1,000 LCRA stock	N/A	N/A	100	67	43	21
CH01b	Number of stage 2 LCRA complaints received in period per 1,000 LCRA stock	N/A	N/A	25	9.5	7.4	3.7
NM01a	ASB cases opened per 1,000 homes	N/A	N/A	13	20	9	5
NM01b	ASB cases opened involving hate incidents per 1,000 homes	N/A	N/A	0.6	0.4	0.3	0.2
<b>Compliance</b>					<b>LQ</b>	<b>M</b>	<b>UQ</b>
BS01	% of homes with all required gas safety checks carried out	High is best	100%	99.7%	99.5%	99.8%	99.9%
BS02	% of homes with all required Fire Risk Assessments (FRAs) carried out	High is best	100%	100%	97.1%	100%	100%
BS03	% of homes with all required asbestos management surveys or re-inspections carried out	High is best	100%	100%	100%	100%	100%
BS04	Water - % of homes with all required Legionella Risk Assessments (LRAs) carried out	High is best	100%	99.2%	61.5%	100%	100%
BS05	% of homes with all required communal passenger lift safety inspections (LOLER) carried out	High is best	100%	25.8%	99.4%	100%	100%
<b>Repairs (percentages rounded to whole numbers)</b>					<b>LQ</b>	<b>M</b>	<b>UQ</b>
RP01	% of homes that do not meet the Decent Homes Standard	Low is best	10%	24%	18%	12.5%	3.38%
RP02a	% of non-emergency responsive repairs completed on time	High is best	85%	66%	69%	79%	88%
RP02b	% of emergency responsive repairs completed on time	High is best	90%	61%	85%	93%	96%
<b>Customer Satisfaction (percentages rounded to whole numbers)</b>					<b>LQ</b>	<b>M</b>	<b>UQ</b>
TP01	Tenant satisfaction with the overall service	High is best	65%	55%	56%	61%	65%
TP02	Tenant satisfaction with landlord's overall repairs service	High is best	60%	58%	64%	66%	71%
TP03	Tenant satisfaction with time taken to complete most recent repair	High is best	55%	49%	56%	60%	65%
TP04	Tenant satisfaction that their home is well maintained	High is best	60%	55%	56%	62%	66%
TP05	Tenant satisfaction that their home is safe	High is best	65%	63%	65%	69%	72%
TP06	Tenant satisfaction that their landlord listens to their views and acts upon them	High is best	60%	46%	43%	51%	56%
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	High is best	60%	67%	64%	69%	74%
TP08	Agreement that the landlord treats tenants fairly and with respect	High is best	65%	60%	60%	67%	73%
TP09	Tenant satisfaction with landlord's approach to complaints handling	High is best	55%	22%	19%	24%	27%
TP10	Tenant satisfaction that their landlord keeps communal areas clean and well maintained	High is best	55%	62%	51%	62%	68%
TP11	Tenant satisfaction that their landlord makes a positive contribution to the neighbourhood	High is best	60%	61%	61%	62%	67%
TP12	Tenant satisfaction with landlord's approach to handling of anti-social behaviour (ASB)	High is best	55%	52%	51%	56%	63%

The **Red/Amber/Green rating** refers to Lewisham Housing's 2023/24 targets. Red means we have missed the target, Amber means we have missed it by a small margin, and Green that we have met or exceed our target. (Based on a variation of +/- 10% with the exception of compliance metrics for which the tolerance is +/- 1%.)

\* **Housemark** benchmarking data helps us compare our results to other London local authorities (LAs) and Arms-Length Management Organisations (ALMOs).

The quartiles give an indication of the spread of results so you can see what counts as a good result (LQ = Lower Quartile, M = Median, UQ = Upper Quartile). The Housemark mid-year results will be updated when the final figures for 2023/24 become available.

\*\* Low Cost Rental Accommodation (LCRA)