

# Tenant Satisfaction Measures Scorecard

TSM Code	Indicator	Polarity	Our target	2023/24 results	Bench mark*
<b>Customer Relations (percentages rounded to whole numbers)</b>					
	% of Stage 1 LCRA** complaints (received in period) responded to on time	<i>High is best</i>	90%	83%	75%
	% of Stage 2 LCRA complaints (received in period) responded to on time	<i>High is best</i>	90%	80%	69%
	Number of stage 1 LCRA complaints received in period per 1,000 LCRA stock	N/A	N/A	100	76
	Number of stage 2 LCRA complaints received in period per 1,000 LCRA stock	N/A	N/A	25	7.4
	ASB cases opened per 1,000 homes	N/A	N/A	13	30
	ASB cases opened involving hate incidents per 1,000 homes	N/A	N/A	0.6	0.5
<b>Compliance</b>					
	% of homes with all required gas safety checks carried out	<i>High is best</i>	100%	99.7%	99.8%
	% of homes with all required Fire Risk Assessments (FRAs) carried out	<i>High is best</i>	100%	100%	99.9%
	% of homes with all required asbestos management surveys or re-inspections carried out	<i>High is best</i>	100%	100%	100%
	Water - % of homes with all required Legionella Risk Assessments (LRAs) carried out	<i>High is best</i>	100%	99.2%	99.2%
	% of homes with all required communal passenger lift safety inspections (LOLER) carried out	<i>High is best</i>	100%	25.8%	98%
<b>Repairs (percentages rounded to whole numbers)</b>					
	% of homes that do not meet the Decent Homes Standard	<i>Low is best</i>	10%	24%	10.8%
	% of non-emergency responsive repairs completed on time	<i>High is best</i>	85%	66%	78%
	% of emergency responsive repairs completed on time	<i>High is best</i>	90%	61%	91%
<b>Customer Satisfaction (percentages rounded to whole numbers)</b>					
	Tenant satisfaction with the overall service	<i>High is best</i>	65%	55%	59%
	Tenant satisfaction with landlord's overall repairs service	<i>High is best</i>	60%	58%	63%
	Tenant satisfaction with time taken to complete most recent repair	<i>High is best</i>	55%	49%	61%
	Tenant satisfaction that their home is well maintained	<i>High is best</i>	60%	55%	61%
	Tenant satisfaction that their home is safe	<i>High is best</i>	65%	63%	67%
	Tenant satisfaction that their landlord listens to their views and acts upon them	<i>High is best</i>	60%	46%	51%
	Satisfaction that the landlord keeps tenants informed about things that matter to them	<i>High is best</i>	60%	67%	66%
	Agreement that the landlord treats tenants fairly and with respect	<i>High is best</i>	65%	60%	69%
	Tenant satisfaction with landlord's approach to complaints handling	<i>High is best</i>	55%	22%	26%
	Tenant satisfaction that their landlord keeps communal areas clean and well maintained	<i>High is best</i>	55%	62%	62%
	Tenant satisfaction that their landlord makes a positive contribution to the neighbourhood	<i>High is best</i>	60%	61%	62%
	Tenant satisfaction with landlord's approach to handling of anti-social behaviour (ASB)	<i>High is best</i>	55%	52%	58%
<p>The <b>Red/Amber/Green rating</b> refers to our 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 exceeded our target.</p> <p>* This benchmark is provided by <b>Housemark</b> and helps us compare our results to other London local authorities. The figure is the average, so you can see whether we are performing better or worse than equivalent organisations. The Regulator of Social Housing will publish its report on Tenant Satisfaction Measure in the autumn.</p> <p>** Low Cost Rental Accommodation (LCRA)</p>					