

Tenant Satisfaction Measures Scorecard

TSM Code	Indicator	2023/24 results	2024/25 results	2025/26 results	Benchmark*
Complaints and ASB (percentages rounded to whole numbers)					
CH01a	Number of stage 1 complaints received per 1,000 homes	100	99	110	73
CH01b	Number of stage 2 complaints received per 1,000 homes	25	29	30	17
CH02a	% of Stage 1 complaints responded to on time	83%	34%	71%	69%
CH02b	% of Stage 2 complaints responded to on time	80%	73%	69%	67%
NM01a	ASB cases opened per 1,000 homes	13	24	41	24
NM01b	ASB cases opened involving hate incidents per 1,000 homes	0.6	0.3	0.4	0.7
Compliance					
BS01	% of homes for which all required gas safety checks have been carried out	99.7%	99.9%	99.7%	99.8%
BS02	% of homes for which all required Fire Risk Assessments (FRAs) have been carried out	100%	99.4%	100%	100%
BS03	% of homes for which all required asbestos management surveys or re-inspections have been carried out	100%	100%	100%	100%
BS04	Water - % of homes for which all required Legionella Risk Assessments (LRAs) have been carried out	99.2%	100%	100%	100%
BS05	% of homes for which all required communal passenger lift safety checks have been carried out	25.8%	93.7%	91.3%	99.3%
Repairs (percentages rounded to whole numbers)					
RP01	% of homes that do not meet the Decent Homes Standard	24%	17%	15%	7%
RP02a	% of non-emergency responsive repairs completed on time	66%	69%	66%	83%
RP02b	% of emergency responsive repairs completed on time	61%	93%	96%	94%
Customer Satisfaction (percentages rounded to whole numbers)					
TP01	Tenant satisfaction with the overall service	55%	51%	52%	62%
TP02	Tenant satisfaction with landlord's overall repairs service (who have received a repair in the last 12 months)	58%	58%	60%	64%
TP03	Tenant satisfaction with time taken to complete most recent repair (who have received a repair in the last 12 months)	49%	53%	54%	61%
TP04	Tenant satisfaction that their home is well maintained	55%	51%	53%	63%
TP05	Tenant satisfaction that their home is safe	63%	61%	61%	69%
TP06	Tenant satisfaction that their landlord listens to their views and acts upon them	46%	44%	43%	53%
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	67%	66%	69%	71%
TP08	Agreement that the landlord treats tenants fairly and with respect	60%	62%	60%	72%
TP09	Tenant satisfaction with landlord's approach to complaints handling (who report making a complaint in the last 12 months)	22%	26%	26%	26%
TP10	Tenant satisfaction that their landlord keeps communal areas clean and well maintained (who report that they live in a building with communal areas)	62%	61%	62%	63%
TP11	Tenant satisfaction that their landlord makes a positive contribution to the neighbourhood	61%	57%	62%	66%
TP12	Tenant satisfaction with landlord's approach to handling of anti-social behaviour (ASB)	52%	56%	55%	60%
<p>* This benchmark is provided by Housemark and helps us compare our results to other London local authorities. The figure is the 2024/25 average, so you can see whether we are performing better or worse than equivalent organisations.</p>					

TSM Code	Indicator	Target timescale
RP02a	% of non-emergency responsive repairs completed on time	Maximum target timescale = 21 working days
RP02b	% of emergency responsive repairs completed on time	Maximum target timescale = 24 hours
CH02a	% of Stage 1 complaints responded to on time	Acknowledged within 5 working days of the complaint being received, and responded to within 10 working days of the complaint being acknowledged
CH02b	% of Stage 2 complaints responded to on time	Acknowledged within 5 working days of the complaint being received, and responded to within 20 working days of the complaint being acknowledged