# 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** | 93 |
| CH01b | Number of stage 2 complaints received per 1,000 homes | **25** | **29** | **30** | 23 |
| CH02a | % of Stage 1 complaints responded to on time | **83%** | **34%** | **71%** | 74% |
| CH02b | % of Stage 2 complaints responded to on time | **80%** | **73%** | **69%** | 69% |
| NM01a | ASB cases opened per 1,000 homes | **13** | **24** | **41** | 31 |
| 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%** | 99.7% |
| BS02 | % of homes for which all required Fire Risk Assessments (FRAs) have been carried out | **100%** | **99.4%** | **100%** | 99.98% |
| 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%** | 98.8% |
| Repairs (percentages rounded to whole numbers) | | | | | |
| RP01 | % of homes that do not meet the Decent Homes Standard | **24%** | **17%** | **15%** | 9% |
| RP02a | % of non-emergency responsive repairs completed on time | **66%** | **69%** | **66%** | 86% |
| RP02b | % of emergency responsive repairs completed on time | **61%** | **93%** | **96%** | 95% |
| 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%** | 66% |
| TP03 | Tenant satisfaction with time taken to complete most recent repair (who have received a repair in the last 12 months) | **49%** | **53%** | **54%** | 64% |
| TP04 | Tenant satisfaction that their home is well maintained | **55%** | **51%** | **53%** | 65% |
| TP05 | Tenant satisfaction that their home is safe | **63%** | **61%** | **61%** | 71% |
| TP06 | Tenant satisfaction that their landlord listens to their views and acts upon them | **46%** | **44%** | **43%** | 54% |
| TP07 | Satisfaction that the landlord keeps tenants informed about things that matter to them | **67%** | **66%** | **69%** | 70% |
| 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%** | 28% |
| 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% |

* This benchmark is provided by **Housemark** and helps us compare our results to other London local authorities. The figure is the 2025/26 average, so you can see whether we are performing better or worse than equivalent organisations.

| 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 |