

# Tenant Satisfaction Measures Scorecard

TSM Code	Indicator	2023/24 results	2024/25 results	Benchmark*
Customer Relations (percentages rounded to whole numbers)				
CH01a	Number of stage 1 complaints received per 1,000 homes	100	99	76
CH01b	Number of stage 2 complaints received per 1,000 homes	25	29	7.4
CH02a	% of Stage 1 complaints responded to on time	83%	34%	75%
CH02b	% of Stage 2 complaints responded to on time	80%	73%	69%
NM01a	ASB cases opened per 1,000 homes	13	24	30
NM01b	ASB cases opened involving hate incidents per 1,000 homes	0.6	0.3	0.5
Compliance				
BS01	% of homes with all required gas safety checks carried out	99.7%	99.9%	99.8%
BS02	% of homes with all required Fire Risk Assessments (FRAs) carried out	100%	99.4%	99.9%
BS03	% of homes with all required asbestos management surveys or re-inspections carried out	100%	100%	100%
BS04	Water - % of homes with all required Legionella Risk Assessments (LRAs) carried out	99.2%	100%	99.2%
BS05	% of homes with all required communal passenger lift safety inspections (LOLER) carried out	25.8%	93.7%	98%
Repairs (percentages rounded to whole numbers)				
RP01	% of homes that do not meet the Decent Homes Standard	24%	17%	11%
RP02a	% of non-emergency responsive repairs completed on time	66%	69%	78%
RP02b	% of emergency responsive repairs completed on time	61%	93%	91%
Customer Satisfaction (percentages rounded to whole numbers)				
TP01	Tenant satisfaction with the overall service	55%	51%	59%
TP02	Tenant satisfaction with landlord's overall repairs service (who have received a repair in the last 12 months)	58%	58%	63%
TP03	Tenant satisfaction with time taken to complete most recent repair (who have received a repair in the last 12 months)	49%	53%	61%
TP04	Tenant satisfaction that their home is well maintained	55%	51%	61%
TP05	Tenant satisfaction that their home is safe	63%	61%	67%
TP06	Tenant satisfaction that their landlord listens to their views and acts upon them	46%	44%	51%
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	67%	66%	66%
TP08	Agreement that the landlord treats tenants fairly and with respect	60%	62%	69%
TP09	Tenant satisfaction with landlord's approach to complaints handling (who report making a complaint in the last 12 months)	22%	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%
TP11	Tenant satisfaction that their landlord makes a positive contribution to the neighbourhood	61%	57%	62%
TP12	Tenant satisfaction with landlord's approach to handling of anti-social behaviour (ASB)	52%	56%	58%
<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 (benchmark figures are from 2023/24, and will be updated with 2024/25 figures from Housemark once available).</p>				