



The TSMs include 10 measures relating to management information about our properties and services we provide. The Building Safety TSMs require us to report the number of dwelling units for which all specified safety checks have been carried out. We must ensure that all specified checks that could affect the safety of individual dwelling units have been carried out. The table below shows the management information for the year April 2024 to March 2025.

Tenant Satisfaction Measure	TSM Calculation
CH01 – Complaints relative to the size of the landlord 1 – Stage one complaints received per 1000 homes 2 – Stage two complaints received per 1000 homes	1 – 4.85 (5 complaints/971 units) 2 – 0
CH02 – Complaints responded to within Complaint Handling Code timescales. 1 – Stage one complaints 2 – Stage two complaints	1 – 80% (4/5) 2 – 0
NM01 – Antisocial behaviour cases relative to the size of the landlord 1 – number of antisocial behaviour cases opened per 1000 homes, of which 2 – number of antisocial behaviour cases opened per 1000 homes, that involve hate incidents	1 – 12.6 2 – 0
RP01 – Homes that do not meet the Decent Homes Standard	0
RP02 – Repairs completed within target timescale. 1 – Non-emergency repairs 2 – Emergency repairs	1 – 97% 2 – 98.9%
BS01 – Gas safety checks	100%
BS02 – Fire Safety Checks	100%
BS03 – Asbestos safety checks	100%
BS04 – Water safety checks	100%
BS05 – Lift safety checks	100%

