



# Tenant Satisfaction Measures – Management Information

This report covers the reporting period 1 March 2024 to 28 February 2025.

## Building safety TSMs

**Q2** For each of the five Building Safety TSMs please report the numerator and the denominator used to calculate the TSM. The calculation in each line will update once these data have been entered.

Please refer to the guidance document for more details on the correct way to report the numerator and denominator.

		Calculation (sum numerator/ denominator)	Numerator used in the calculation of the TSM as defined in the TSM requirements	Denominator used in the calculation of the TSM as defined in the TSM technical requirements
BS01	Proportion of homes for which all required gas safety checks have been carried out.	100.0	77	77
BS02	Proportion of homes for which all required fire risk assessments have been carried out.	100.0	68	68
BS03	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	100.0	34	34
BS04	Proportion of homes for which all required legionella risk assessments have been carried out.	100.0	43	43
BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out.	0.0	0	0



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## Anti-social behaviour TSMs

This TSM has two parts

1 – the number of anti-social behaviour cases opened per 1,000 homes and

2 – the number of anti-social behaviour cases (as reported in the first part) that involve hate incidents opened per 1,000 homes.

Q3 For each of the ASB TSMs please report the numerator and the denominator used to calculate the TSM. The calculation in each line will update once these data have been entered.

Please refer to the guidance document for more details on the correct way to report the numerator and denominator.

NM01 (pt1) Number of anti-social behaviour cases opened per 1,000 homes.

NM01 (pt2) Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes.

Calculation (sum (numerator/ denominator) * 1000)	Numerator Total number of anti-social behaviour cases opened by or on behalf of the provider during the reporting year (including any ASB cases that involve hate incidents)	Denominator Number of dwelling units owned of the relevant social housing stock at year end
8.9	2	224
Calculation (sum (numerator/ denominator) * 1000)	Numerator Number of anti-social behaviour cases (as reported in part 1) that involve hate incidents opened by or on behalf of the provider during the reporting year	Denominator Number of dwelling units owned of the relevant social housing stock at year end
0.0	0	224

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### DHS and repairs TSMs\*

DHS and repairs TSMs must be reported by all providers but on the basis of their LCRA stock only.

**If you do not own any LCRA stock you should leave this section blank**

**Q4** For each of the DHS and repairs TSMs please report the numerator and the denominator used to calculate the TSM. The calculation in each line will update once these data have been entered.

Please refer to the guidance document for more details on the correct way to report the numerator and denominator.

		Calculation (sum numerator/denominator)	Numerator used in the calculation of the TSM as defined in the TSM requirements	Denominator used in the calculation of the TSM as defined in the TSM technical requirements
RP01	Proportion of homes that do not meet the Decent Homes Standard.	3.6	8	224
RP02 (pt1)	Proportion of non-emergency responsive repairs completed within the landlord's target timescale.	80.1	1626	2029
RP02 (pt2)	Proportion of emergency responsive repairs completed within the landlord's target timescale.	79.8	331	415

### Questions Q5a and Q5b are optional

**Q5a** What is your (maximum) target timescale for non-emergency repairs used to calculate RP02?

Please give your response in working days.

This question is optional.

**Q5b** What is your (maximum) target timescale for emergency repairs used to calculate RP02?

Please give your response in hours.

This question is optional.

*\*Note: we are unable to separate out the repairs data and performance for our properties that qualify as social housing. The figures reported here are therefore those of all our properties.*