

# Tenants Satisfaction Measures - Performance Information 2023

In addition to our Satisfaction Survey results we also are pleased to share with you our Performance Management Information for the 2023 TSM survey period.

Building Safety

**100%**

BS01 - Gas Safety Checks

Building Safety

**100%**

BS02 - Fire Risk Assessments

Building Safety

**100%**

BS02 - Asbestos Surveys

Building Safety

**100%**

BS04 - Legionella Risk Assessments

Building Safety

**91.6%**

BS05 - Lift Safety Checks

Anti-Social Behaviour

**84.9%**

NM01a - ASB cases open (per 1,000 homes)

Anti-Social Behaviour

**0.2%**

NM01b - ASB Hate crime cases (per 1,000 homes)

DHS & Repairs

**12.5%**

RP01 - Homes that do not meet Decent Homes Standards

DHS & Repairs

**91.3%**

RP02a - Emergency repairs completed on time

DHS & Repairs

**99%**

RP02b - Non-emergency repairs completed on time

Complaints

**15.7%**

CH01a - Stage 1 complaints (per 1,000 homes)

Complaints

**2.5%**

CH01b - Stage 2 complaints (per 1,000 homes)

Complaints

**71.9%**

CH02a - Stage 1 complaints responded within target time

Complaints

**88.9%**

CH02b - Stage 1 complaints responded within target time