

	Tenant Satisfaction Measure (TSM) – Perception Survey	Satisfied (Very & fairly Satisfied weighted)
TP01	Taking everything into account, how satisfied or dissatisfied are you with the service provided by Rykneld Homes?	84.8%
TP02	How satisfied or dissatisfied are you with the overall repairs service from Rykneld Homes over the last 12 months?	89.2%
TP03	How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?	88.2%
TP04	How satisfied or dissatisfied are you that Rykneld Homes provides a home that is well maintained?	80.6%
TP05	Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you the Rykneld Homes provides a home that is safe?	80.6%
TP06	How satisfied or dissatisfied are you that Rykneld Homes listens to your views and acts upon them?	71.1%
TP07	How satisfied or dissatisfied are you that Rykneld Homes keeps you informed about things that matter to you?	75.6%
TP08	To what extent do you agree or disagree with the following "Rykneld Homes treats me fairly and with respect"?	85.8%
TP09	How satisfied or dissatisfied are you with Rykneld Homes approach to complaints handling?	43.1%
TP10	How satisfied or dissatisfied are you that Rykneld Homes keeps these communal areas clean and well maintained?	72.9%
TP11	How satisfied or dissatisfied are you that Rykneld Homes makes a positive contribution to your neighbourhood?	68.5%
TP12	How satisfied or dissatisfied are you that Rykneld Homes approach to handling anti-social behaviour?	55.1%

TSM Management Information Indicators		2023/24
TSM BS01	Proportion of homes for which all required gas safety checks have been carried out.	99.9%
TSM BS02	Proportion of homes for which all required fire risk assessments have been carried out.	99.2%
TSM BS03	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	100%
TSM BS04	Proportion of homes for which all required legionella risk assessments have been carried out.	100%
TSM BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out.	100%
TSM RP02a	% of Emergency Repairs completed within target timescale	98.1%
TSM RP02b	% of Non- Emergency Repairs completed within target timescale	98.2%
TSM RP01	Proportion of homes that do not meet the Decent Homes Standard	8.7%
TSM NM01a	Number of: Anti-social behaviour cases, opened per 1,000 homes.	8.9
TSM NM01b	Anti-social behaviour cases that involve hate incidents per 1,000 homes	0.1
TSM CH01	Number of: Stage one complaints received per 1,000 homes.	7.0
TSM CH01	Number of: Stage Two complaints received per 1,000 homes.	1.0
TSM CH02	Proportion of: Stage 1 complaints responded to within Housing Ombudsman's Complaint Handling Code timescales.	100%
TSM CH02	Proportion of Stage 2 complaints responded to within Housing Ombudsman's Complaint Handling Code timescales.	90.9%