

TSM results 2025 / 2026		
No:	Question:	Results 2025
TPO1	Proportion of respondents who report that they are satisfied with the overall service from their landlord	92.4%
TPO2	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service	90%
TPO3	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair	89%
TPO4	Proportion of respondents who report that they are satisfied that their home is well maintained	91%
TPO5	Proportion of respondents who report that they are satisfied that their home is safe	90%
TP06	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them	83%
TP07	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them	83%
TP08	Proportion of respondents who report that they agree their landlord treats them fairly and with respect	92%
TP09	Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling	55%
TP10	Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained	86%
TP11	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood	78%
TP12	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour	73%
CH01	Number of: Stage 1 complaints per 1,000 homes Number of: Stage 2 complaints per 1,000 homes	19.64% (10 cases) 5.89% (3 cases)
CH02	Proportion of: 1. stage one complaints responded to within Complaint Handling Code timescales Proportion of: 2. stage two complaints responded to within Complaint Handling Code timescales	100% 100%

NM01	Anti-social behaviour cases relative to the size of the landlord - number of 1. anti-social behaviour cases, of which 2. anti-social behaviour cases that involve hate incidents opened per 1,000 homes	10 cases 19.64% 0.00%
RP01	Proportion of homes that do not meet the Decent Homes Standard	0%
RP02	Proportion of: 1. non-emergency responsive repairs completed within the landlord;s target timescale 2. emergency responsive repairs completed within the landlord's target timescale	99.3% 100.0%
BS01	Proportion of homes for which all required gas safety checks have been carried out	100%
BS02	Proportion of homes for which all required fire risk assessments have been carried out	100%
BS03	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out	N/A
BS04	Proportion of homes for which all required legionella risk assessments have been carried out	100%
BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out	100%
Not yet required	<i>Proportion of homes for which all required electrical safety checks have been completed and recorded</i>	100%