



Tenant Satisfaction Measures.

The Regulator for Social Housing requires all social housing providers to provide them with data against 22 indicators by June each year, and for Winchester City Council to publish them.

TSMs generated from management information	
CH01 (1)	Stage 1 complaints relative to the size of the landlord Per 1,000 homes 25.5
CH01 (2)	Stage 2 complaints relative to the size of the landlord per 1,000 homes 3.6
CH02	Complaints responded to within Complaint Handling Code timescales 71.1
NM01 (part 1)	Anti-social behaviour cases relative to the size of the landlord per 1,000 homes 111.1
NM01 (part 2)	Number of anti-social behaviour cases that involve hate incidents per 1,000 homes 0.2
RP01	Homes that do not meet the Decent Homes Standard per 1,000 homes 0.3
RP02	Repairs completed within target timescale (All WCC categories A-E) <ul style="list-style-type: none"> • Proportion of non - emergency responsive repairs completed within the landlords' timescales 89 • Proportion of emergency responsive repairs completed within the landlords' timescales 88.5
BS01	Gas safety checks (include overdue) 99.8%
BS02	Fire safety checks 100%
BS03	Asbestos safety checks 100%
BS04	Water safety checks 100%

BS05	Lift safety checks 100%
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TP01	Overall satisfaction 78.4%
TP02	Satisfaction with repairs 79.9%
TP03	Satisfaction with time taken to complete most recent repair 77.6%
TP04	Satisfaction that the home is well maintained 74.1%
TP05	Satisfaction that the home is safe 77.6%
TP06	Satisfaction that the landlord listens to tenant views and acts upon them 67.3%
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them 71.8%
TP08	Agreement that the landlord treats tenants fairly and with respect 77.6%
TP09	Satisfaction with the landlord's approach to handling complaints 46.7%
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained 64.1%
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods 58.8%
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour 47.7%

TSM data as of June 2024

