

Appendix B - RSH TSM 10 Management Data Measures 2023-24

Tenancy Satisfaction Measure (TSM)	Description	Annual
BS01: Gas Safety Checks (%)	Proportion of homes for which all required gas safety checks have been carried out.	100
Number of dwelling units owned for which all required gas safety checks were carried out and recorded as at year end		7185
Number of dwelling units owned for which gas safety checks were required to have been carried out as at year end (multiplied 100)		7185
BS02: Fire Safety Checks (%)	Proportion of homes for which all required fire risk assessments have been carried out.	100
Number of dwelling units owned within properties that required an FRA for which all required FRAs were carried out and recorded as at year end		2742
Number of dwelling units owned within properties for which an FRA was required to have been carried out as at year end (multiplied 100)		2742
BS03 - Asbestos safety checks (%)	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out	100
Number of dwelling units owned within properties that required an asbestos management survey or re-inspection for which all required asbestos management surveys or re-inspections were carried out and recorded as at year end		2542

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Number of dwelling units owned within properties for which an asbestos management survey or re-inspection was required to have been carried out as at year end (multiplied 100)		2542
BS04 - Water safety checks (%)		96.65
Number of dwelling units owned for which all required legionella risk assessments (LRAs) were carried out and recorded as at year end	Proportion of homes for which all required legionella risk assessments have been carried out	1907
Number of dwelling units owned for which an LRA was required to have been carried out as at year end (multiplied 100)		1973
BS05 - Lift safety checks (%)		100
Number of dwelling units owned within properties with communal passenger lifts for which all Lifting Operations and Lifting Equipment Regulations (LOLER) inspection reports were carried out and recorded as at year end	Proportion of homes for which all required communal passenger lift safety checks have been carried out	725
Number of dwelling units owned within properties with communal passenger lifts as at year end (multiplied 100)		725
CH01 - Complaints relative to the size of the landlord STAGE 1 (per 1000 homes)	Number of: 1. stage one complaints and 2. stage two complaints received per 1,000 homes:	102
Number of stage 1 complaints made by tenants in the relevant stock type during the reporting year		818

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Number of dwelling units owned of the relevant stock type at year end (multiplied 1000)		8012
CH01 - Complaints relative to the size of the landlord STAGE 2 (per 1000 homes)		10.9
Number of stage 2 complaints made by tenants in the relevant stock type during the reporting year		88
Number of dwelling units owned of the relevant stock type at year end (multiplied 1000)		8012
CH02 - Complaints responded to within Complaint Handling Code timescales STAGE 1 (%)		77.13
Number of stage 1 complaints made by tenants during the reporting year for the relevant stock type that were responded to within the Housing Ombudsman's Complaint Handling Code timescale	Proportion of: 1. stage one complaints responded to and 2. stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	631
Number of stage 1 complaints made by tenants in the relevant stock type during the reporting year(multiplied 100)		818
CH02 - Complaints responded to within Complaint Handling Code timescales STAGE 2 (%)		69.3
Number of stage 2 complaints made by tenants during the reporting year for the relevant stock type that were responded to within the Housing Ombudsman's Complaint Handling Code timescale		61

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Number of stage 2 complaints made by tenants in the relevant stock type during the reporting year(multiplied 100)		88
NM01 - Anti-social behaviour cases relative to the size of the landlord Anti-social behaviour cases (per 1000 homes)	Number of: 1. anti-social behaviour cases, of which 2. anti-social behaviour cases that involve hate incidents opened per 1,000 homes.	13.48
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)		108
Number of dwelling units owned by the relevant social housing stock at year end (multiplied 1000)		8012
NM01 - Anti-social behaviour cases relative to the size of the landlord Anti-social behaviour cases that involve hate incidents (per 1000 homes)		0.12481
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		1
Number of dwelling units owned of the relevant social housing stock at year end (multiplied 1000)		8012
RP01 - Homes that do not meet the Decent Homes Standard (%)	Proportion of homes that do not meet the Decent Homes Standard	5.9
Number of dwelling units owned to which the Decent Homes Standard applied which failed the Decent Homes standard at year end		468

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Number of dwelling units owned to which the Decent Homes Standard applied at year end		7939
RP02 - Repairs completed within target timescale Non-emergency repairs (%)		87.575
Number of non-emergency responsive repairs completed within the provider's target timescale during the reporting year	Proportion of: 1. non-emergency and 2. emergency responsive repairs completed within the landlord's target timescale.	15901
Number of non-emergency responsive repairs completed during the reporting year (multiplied 100)		18157
RP02 - Repairs completed within target timescale Emergency repairs (%)		87.0098
Number of emergency responsive repairs completed within the provider's target timescale during the reporting year		1420
Number of emergency responsive repairs completed during the reporting year (multiplied 100)		1632