

## TSM Management Information 24-25

	Building Safety	Result	Calculation
BS01	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 (1759). Divided by Number of dwelling units owned for which gas safety checks were required to have been carried out as at year end (1759). Multiplied by 100.
BS02	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 (78). Divided by Number of dwelling units owned within properties for which an FRA was required to have been carried out as at year end (78). Multiplied by 100
BS03	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 (78). Divided by 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 (78). Multiplied by 100
BS04	Proportion of homes for which all required legionella risk assessments have been carried out.	100	Number of dwelling units owned for which all required legionella risk assessments (LRAs) were carried out and recorded as at year end (72). Divided by Number of dwelling units owned for which an LRA was required to have been carried out as at year end (72). Multiplied by 100
BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out.	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 (62). Divided by Number of dwelling units owned within properties with communal passenger lifts as at year end (62). Multiplied by 100
	Anti-social behaviour		
NM01 (1)	Number of anti-social behaviour cases, opened per 1,000 homes.	5.1	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) (9). Divided by Number of dwelling units owned of the relevant social housing stock at year end (1759). Multiplied by 1,000
NM01 (2)	Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes	0	Number of anti-social behaviour cases that involve hate incidents opened by or on behalf of the provider during the reporting year (0). Divided by Number of dwelling units owned of the relevant social housing stock at year end (1759). Multiplied by 1,000
	Decent Home Standard & Repairs		
RP01	Proportion of homes that do not meet the Decent Homes Standard.	0	Number of dwelling units owned to which the Decent Homes Standard applied which failed the Decent Homes Standard at year end (0). Divided by Number of dwelling units owned to which the Decent Homes Standard applied at year end (1756). Multiplied by 100
RP02 (1)	Proportion of non-emergency responsive repairs completed within the landlord's target timescale.	83.2	Number of non-emergency responsive repairs completed within the provider's target timescale during the reporting year (5385). Divided by Number of non-emergency responsive repairs completed during the reporting year (6472). Multiplied by 100
RP02 (2)	Proportion of emergency responsive repairs completed within the landlord's target timescale.	96.9	Number of non-emergency responsive repairs completed within the provider's target timescale during the reporting year (1722). Divided by Number of non-emergency responsive repairs completed during the reporting year (1778). Multiplied by 100
	Complaints		
CH01 (1)	Number of stage one complaints received per 1,000 homes.	6.3	Number of stage one complaints made by tenants in the relevant stock type during the reporting year (11). Divided by Number of dwelling units owned of the relevant stock type at year end (1756) Multiplied by 1,000
CH01 (2)	Number of stage two complaints received per 1,000 homes.	0.6	Number of stage two complaints made by tenants in the relevant stock type during the reporting year (1). Divided by Number of dwelling units owned of the relevant stock type at year end (1756) Multiplied by 1,000
CH02 (1)	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	100	Number of stage one 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 (11). Divided by: Number of stage one complaints made by tenants in the relevant stock type during the reporting year (11). Multiplied by 100.
CH02 (2)	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	100	Number of stage two 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 (1). Divided by: Number of stage two complaints made by tenants in the relevant stock type during the reporting year (1). Multiplied by 100.