

Housemark TSM benchmarking report November 2023 (SLHD data as at end of September 2023)

TSM ref	Tenant Satisfaction Measure / Performance indicator	SLHD	SLHD Quartile PEERS	SLHD Quartile ALL
TP01	% respondents who report that they are satisfied with the overall service from their landlord	76.0%	Q1	Q2
TP02	% respondents who had a repair in last 12 months are satisfied with the overall repairs service	80.0%	Q1	Q1
TP03	% respondents who had a repair in the last 12 months are satisfied with time taken to complete most recent	73.0%	Q1	Q2
TP04	% respondents who are satisfied that their home is well maintained	76.0%	Q1	Q2
TP05	% respondents who are satisfied that their home is safe	85.0%	Q1	Q2
TP06	% respondents who are satisfied that their landlord listens to tenants views and acts upon them	72.0%	Q1	Q1
TP07	% respondents who are satisfied that their landlord keeps them informed about things that matter to them	79.0%	Q1	Q1
TP08	% respondents who agree their landlord treats them fairly and with respect	90.0%	Q1	Q1
TP09	% respondents who report making a complaint in last 12 months are satisfied with the approach to complaints handling	30.0%	Q2	Q3
TP10	% respondents who are satisfied that their landlord keeps communal areas clean and well maintained	67.0%	Q1	Q2
TP11	% respondents who are satisfied that their landlord makes a positive contribution to the neighbourhood	77.0%	Q1	Q1
TP12	% respondents who are satisfied with their landlord's approach to handling anti-social behaviour	69.0%	Q1	Q1
BS01	% homes for which all required gas safety checks have been carried out	99.96%	Q3	Q2
BS02	% homes for which all required fire risk assessments have been carried out	100.0%	Fully compliant	Fully compliant
BS03	% homes for which all required asbestos management surveys or re-inspections have been carried out	100.0%	Fully compliant	Fully compliant
BS04	% homes for which all required legionella risk assessments have been carried out	100.0%	Fully compliant	Fully compliant
BS05	% homes for which all required communal passenger lift safety checks have been carried out	100.0%	Fully compliant	Fully compliant
RP01	% homes that do not meet the Decent Homes Standard	0.31%	Q1	Q2
RP02	Non-emergency repairs completed within target timescale	63.00%	Q4	Q4
RP02	Emergency repairs completed within target timescale	85.40%	Q4	Q4
	Maximum target for nonemergency repairs (days)	20.0	Q1	Q1
	Maximum target for emergency repairs (hours)	2.0	Q1	Q1
	Works-in-progress as a % annualised responsive repairs	-	no data	no data
NM01	Number of ASB cases, opened per 1,000 homes	36.10	Q3	Q4
NM01	Number of ASB cases that involve hate incidents opened per 1,000 homes	-	no data	no data
CH01	Number of stage one complaints received per 1,000 homes	32.10	Q4	Q3
CH01	Number of stage two complaints received per 1,000 homes	0.50	Q1	Q1
CH02	Stage 1 complaints responded to within the Handling Code timescales	83.80%	Q2	Q3
CH02	Stage 2 complaints responded to within the Handling Code timescale	100.00%	Q1	Q1
	Stage 1 complaints responded to within timescales without extension	100.00%	Q1	Q1

Appendix C(ii)

NOVEMBER 23 Housemark pulse survey benchmarking

Measure	Q1	Median	Q3	SLHD	quartile
Nov-23 Average re-let time in days (standard re-lets in month)	26.27	39.11	62.10	20.9	Q1
Nov-23 Percentage of homes with a valid gas safety certificate	100.00%	99.97%	99.83%	100.00%	Q1
Nov-23 'True' current tenant arrears at the end of the month (%)	2.32%	3.19%	4.25%	2.93%	Q2
Nov-23 Percentage of dwellings vacant but available to let at the end of the month	0.25%	0.53%	0.92%	0.52%	Q2
Nov-23 Percentage of voluntary staff turnover in month	0.39%	0.87%	1.29%	0.63%	Q2
Nov-23 Responsive repairs completed in month per 1,000 properties	359.40	317.33	252.50	301.66	Q3
Nov-23 New ASB cases reported in month per 1,000 properties	1.54	2.81	4.56	4.50	Q3
Nov-23 Formal Stage 1 and Stage 2 complaints received in month per 1,000 properties	2.25	4.55	7.39	5.70	Q3
Nov-23 Percentage of responsive repairs completed within target timescale	93.60%	87.37%	77.30%	75.65%	Q4
Nov-23 Percentage of working days lost to sickness absence in month	3.00%	3.91%	5.23%	5.26%	Q4
Nov-23 Percentage of domestic properties with EICR certificates up to five years old	99.81%	98.68%	94.20%	no data	
Nov-23 Satisfaction with repairs in month (transactional)	92.90%	87.60%	82.70%	no data	
Nov-23 Percentage of Stage 1 and Stage 2 complaints resolved within timescale in month	100.00%	91.50%	75.00%	no data	
Nov-23 Percentage of customer contact received via digital channels in month	44.70%	33.20%	21.20%	no data	
Nov-23 Percentage of tenants satisfied with overall service landlord provides (perception)	80.80%	73.00%	63.60%	no data	

SEPTEMBER 23 Housemark pulse survey benchmarking

Measure	Q1	Median	Q3	SLHD	quartile
Sep-23 'True' current tenant arrears at the end of the month (%)	3.96%	4.27%	6.27%	2.91%	Q1
Sep-23 Average re-let time in days (standard re-lets in month)	34.51	58.56	73.35	25.83	Q1
Sep-23 Percentage of homes with a valid gas safety certificate	100.00%	99.92%	99.78%	99.96%	Q2
Sep-23 Responsive repairs completed in month per 1,000 properties	216.90	260.29	291.69	251.48	Q2
Sep-23 Percentage of dwellings vacant but available to let at the end of the month	0.32%	0.69%	1.29%	0.47%	Q2
Sep-23 New ASB cases reported in month per 1,000 properties	2.11	3.75	6.95	6.2	Q3
Sep-23 Formal Stage 1 and Stage 2 complaints received in month per 1,000 properties	2.39	3.30	6.44	5.20	Q3
Sep-23 Percentage of responsive repairs completed within target timescale	97.23%	90.41%	81.52%	70.33%	Q4
Sep-23 Percentage of working days lost to sickness absence in month	3.34%	4.33%	5.45%	5.54%	Q4
Sep-23 Percentage of voluntary staff turnover in month	0.30%	0.69%	1.01%	1.14%	Q4
Sep-23 Percentage of domestic properties with EICR certificates up to five years old	99.48%	97.93%	94.19%	no data	
Sep-23 Satisfaction with repairs in month (transactional)	93.00%	85.71%	76.90%	no data	
Sep-23 Percentage of Stage 1 and Stage 2 complaints resolved within timescale in month	98.48%	88.89%	78.05%	no data	
Sep-23 Percentage of customer contact received via digital channels in month	27.04%	19.16%	14.09%	no data	
Sep-23 Percentage of tenants satisfied with overall service landlord provides (perception)	86.94%	65.00%	63.75%	no data	