

Appendix 1 – Tenant Satisfaction Measure (TSM) Results 2023-24

Note: All measures with a 'TP' TSM code have been collected via a tenant satisfaction survey. Measures starting with 'RP', 'BS', 'CH' or 'NM' are collated from internal business data.

Brent Council – Housing Management Service – TSM results for 2023-24			Housemark Benchmarking data for 2023-24			
TSM code	TSM measure	2023-24 result	London lower quartile	London median	London upper quartile	National median
TP01	Overall satisfaction	51.4%	52.2%	59%	64.1%	69.4%
<b>Keeping properties in good repair</b>						
TP02	Satisfaction with the repairs service provided over the last 12 months	55.1%	57.1%	63.3%	65.8%	70.4%
TP03	Satisfaction with the time taken to complete your most recent repair	50.2%	54.8%	60%	63.4%	66.4%
TP04	Satisfaction that the housing management service provides a home that is well maintained	53.4%	54.8%	60.9%	65%	69.4%
RP01	Proportion of homes that do not meet the Decent Homes Standard	5.1%	20.9%	9.1%	3%	0.31%
RP02.1	Proportion of non-emergency responsive repairs completed within the target timescale	84.7%	69.6%	77.5%	83.7%	81.5%
RP02.2	Proportion of emergency responsive repairs completed within the target timescale	99%	81.2%	90.6%	95.2%	94.8%
<b>Maintaining building safety</b>						
TP05	Satisfaction that the housing management service provides a home that is safe	60.2%	62.1%	66.5%	71.1%	76.1%
BS01	Proportion of homes for which all required gas safety checks have been carried out	100%		99.8%		99.7%
BS02	Proportion of homes for which all required fire risk assessments have been carried out	99%		99.9%		100%
BS03	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out	100%		100%		100%
BS04	Proportion of homes for which all required legionella risk assessments have been carried out	100%		99.4%		100%
BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out	100%		98.3%		100%
<b>Respectful and helpful engagement</b>						
TP06	Satisfaction that the housing management service listens to your views and acts upon them	35.2%	43.9%	51.3%	55.8%	58.9%
TP07	Satisfaction that the housing management service keeps you informed about things that matter to you	54.8%	61.5%	66%	71.7%	69.5%

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TP08	Agreement that the housing management service treats me fairly and with respect	<b>61.7%</b>	61.7%	69%	73.6%	76.3%
<b>Effective handling of complaints</b>						
TP09	Satisfaction with the housing management service's approach to complaints handling	<b>17.5%</b>	20.5%	25.6%	27.7%	33.8%
CH01.1	Number of stage one complaints made by tenants in the relevant stock type during the reporting year per 1000 homes	<b>71.7</b>	102.35	73.48	49.44	39.7
CH01.2	Number of stage two complaints made by tenants in the relevant stock type during the reporting year per 1000 homes	<b>14.9</b>	19.3	14.6	7	5.3
CH02.1	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	<b>97.5%</b>	53.5%	73.9%	85.4%	85%
CH02.2	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	<b>96%</b>	42.8%	67.2%	80.6%	83.3%
<b>Responsible neighbourhood management</b>						
TP10	Satisfaction that the housing management service keeps communal areas clean and well maintained	<b>57.2%</b>	57.6%	61.5%	65.4%	65.5%
TP11	Satisfaction that the housing management service makes a positive contribution to your neighbourhood	<b>41.8%</b>	57.5%	62%	67.8%	62.5%
TP12	Satisfaction with the housing management service's approach to handling ASB	<b>38%</b>	52.1%	57.7%	59.7%	57%
NM01.1	Number of ASB cases opened per 1000 homes	<b>53.1</b>	60.4	32.1	12.3	38.6
NM01.2	Number of ASB cases that involve hate incidents opened per 1000 homes	<b>0</b>	0.9	0.4	0.1	0.7