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13 October 2026

To: All Members of the Housing, Planning and Development Scrutiny Panel

Dear Member,

Housing, Planning and Development Scrutiny Panel - Tuesday, 13th October, 2026

I attach a copy of the following reports for the above-mentioned meeting which were not available at the time of collation of the agenda:

11. KPI UPDATE (PAGES 1 - 46)

Yours sincerely

Philip Slawther,
Principal Scrutiny Officer

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Housing Services

Key Performance Indicators

August 2026

Summary of August 2026 performance:

Highlights:

- Fire Risk Assessments remain within tolerance levels with only 1 x FRA non-compliant at the end of August at 99.9%.
- Gas compliance decreased slightly but remains within tolerance at 99.59% (56 x non-compliant).
- All asbestos sites were fully compliant at the end of the period (100%).
- LOLER lift inspections increased in August and is now at 100% compliance.
- Rent collection for General Needs and Sheltered Housing is above target at 98.4%.
- The % of rent collected for temporary accommodation increased from 95.1% to 95.3% and is above target.

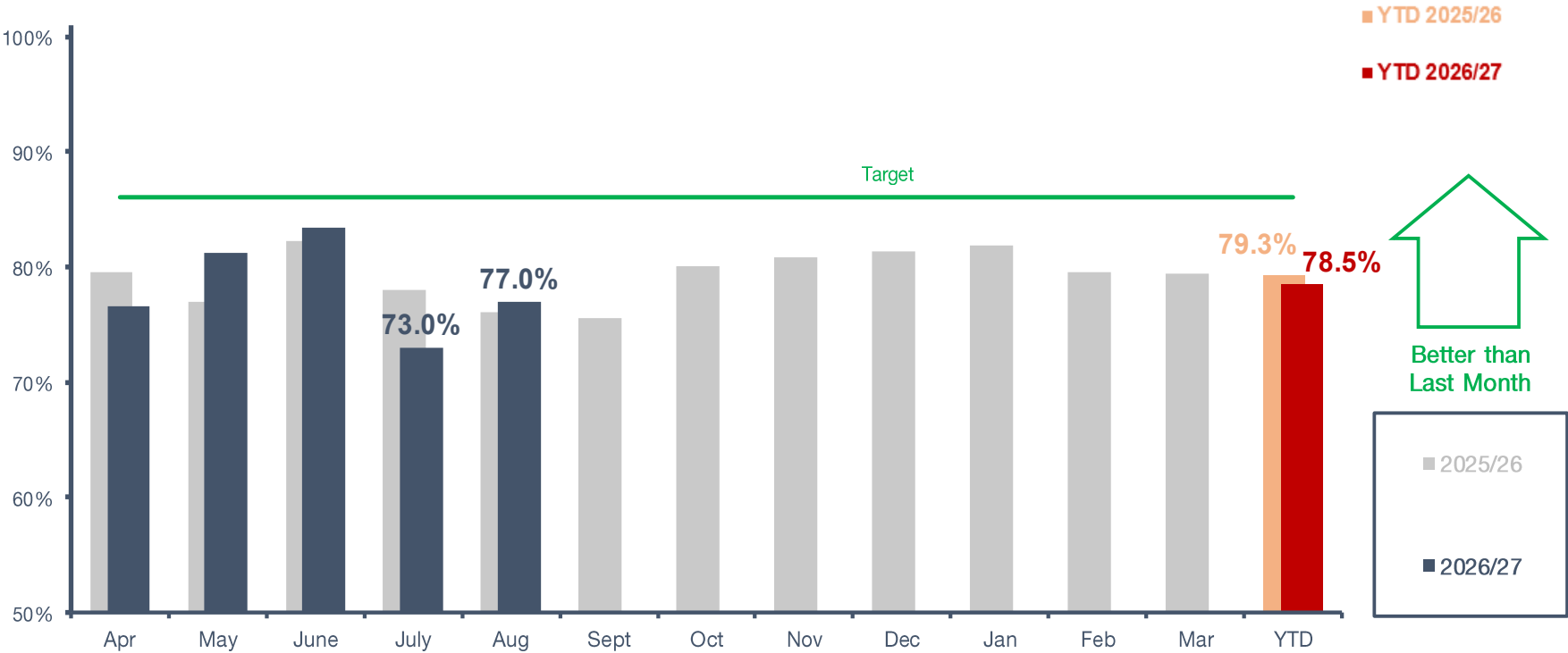
Areas of concern:

- Satisfaction with last repair, First Time Fix, Emergency & Non-Emergency Repairs all remain below target this month, however, all four have increased in performance for the period.
- The number of General Needs and Sheltered Housing voids, including ready for let properties, as a % of stock was outside of the target profile (mainly due to data cleansing).
- Water Risk Assessments decreased to 98.2% (5 x sites non-compliant).
- Leaseholder Service charges dipped to 90.1% from 106.4% last month.
- Performance levels for Fire Risk Assessment actions.
- Awaab's Law performance levels remain below target and a detailed exception commentary has been provided.
- The number of homeless households in Temporary Accommodation is outside of target at 2,746 against an end of year target of 2,600.
- The % of prevention and relief duties was below the London average (40%) at 37.5% at the end of August.

What is your overall satisfaction with your last repair? (excludes Out Of Hours repairs)

Housing Improvement Team
Adults, Housing & Health

Higher is Better Performance



Target	Aug	YTD	2025/26
86.0%	77.0%	78.5%	79.3%

Monthly Metrics:	
Satisfied:	147
Surveyed:	191

- This KPI is assessed as Red ragged for August 2026. An exception commentary has been provided by the Head of Service on the next slide.

Customer Satisfaction

- Customer satisfaction improved to 77.0% in August, up from 73.0% in July, although performance remains below the 86.0% target. YTD performance is 78.5%, marginally below the previous year's position of 79.3%.
- Positive feedback continues to highlight the professionalism and workmanship of frontline operatives, particularly where repairs are completed first time and appointments are kept.
- Dissatisfaction remains largely linked to missed appointments, outstanding follow-on repairs, repeat visits and delays in resolving more complex repair issues.
- While August shows signs of recovery, continued focus is required on improving repair completion, appointment management and customer communication to drive further improvements in satisfaction.

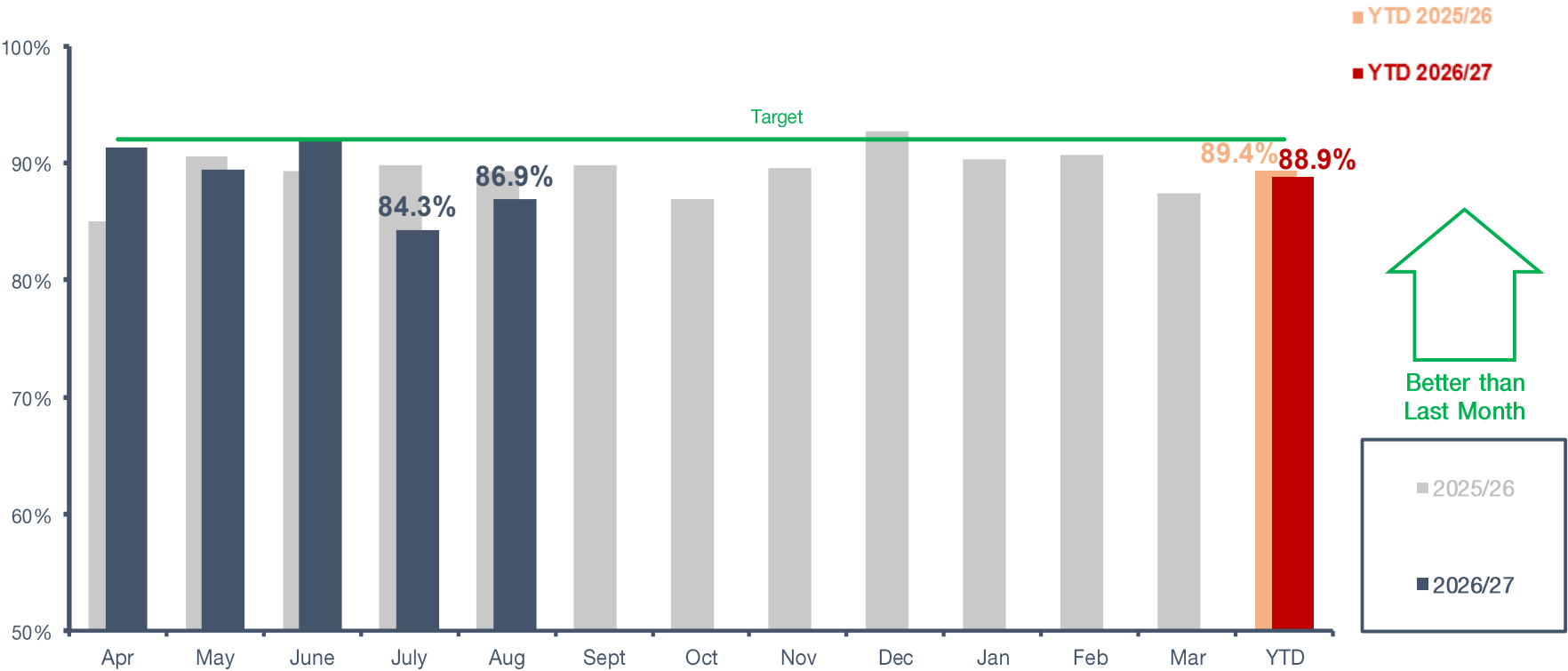
HMPI 100

% of all repairs first time fixed (not including programmed works)

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Target	Aug	YTD	2025/26
92.0%	86.9%	88.9%	89.4%

Monthly Metrics:	
First Time Fix:	2,199
No. of Repairs:	2,530

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- This KPI is assessed as **Red** ragged for August 2026. An exception commentary has been provided by the Head of Service on the next slide.

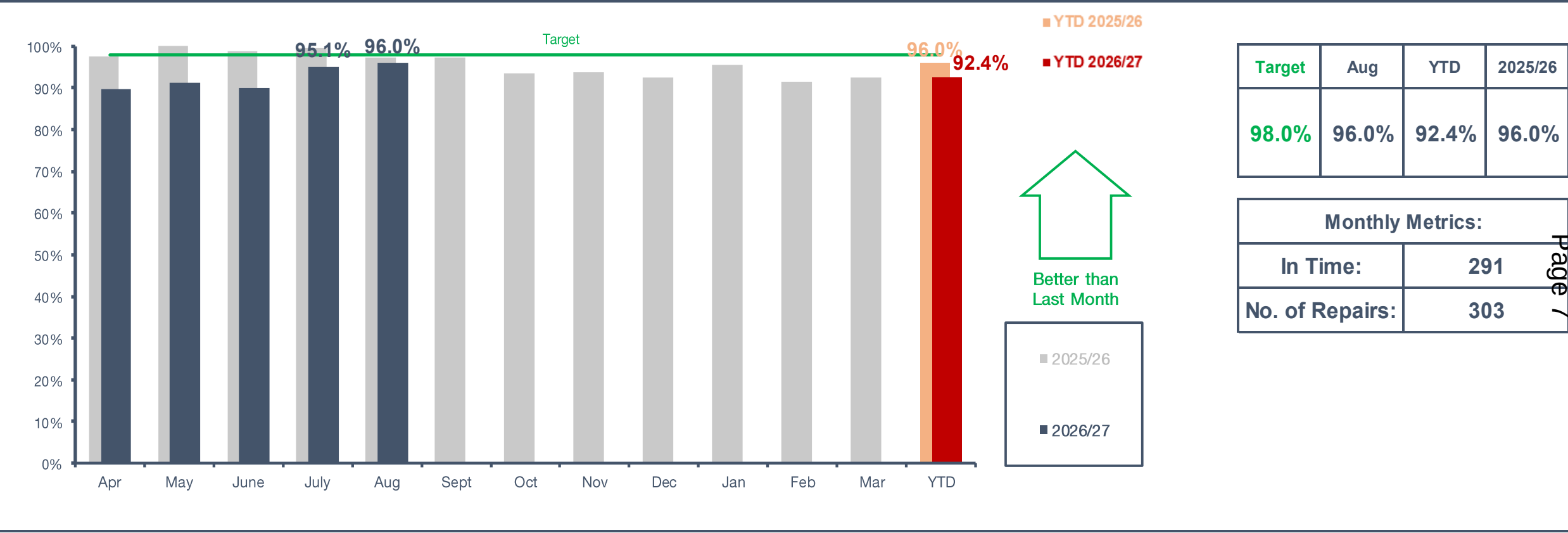
Repairs First Time Fixed

- First-time-fix performance improved to 86.9% in August, up from 84.3% in July, but remains below the 92.0% target. YTD performance is 88.9%, marginally below the previous year's position of 89.4%.
- The improvement reflects better completion rates at the first visit; however, performance continues to be impacted by complex repairs requiring follow-on works, specialist contractors, materials and access arrangements.
- Focus remains on improving diagnosis, materials availability and management of follow-on repairs to drive further improvements towards target.

% of Emergency repairs completed within timescale

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- This KPI is assessed as **Red** ragged for the month of August 2026. An exception commentary has been provided by the Head of Service on the next slide.

Emergency Repairs

- Performance improved to 96.0% in August, up from 95.1% in July and representing the strongest result achieved this year. Of 303 emergency repairs completed, 291 were completed within target timescales.
- Year-to-date performance has increased to 92.4%, although it remains below the 98.0% target and the previous year's position of 96.0%. Performance continues to benefit from improved scheduling and operational oversight; however, a small number of late repairs continue to have a disproportionate impact on achievement of the KPI target.
- Continued focus remains on first-time completion and timely closure of emergency repairs.

% of non-emergency repairs completed within timescale

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This KPI is assessed as **Red** ragged for the month of August 2026. An exception commentary has been provided by the Head of Service on the next slide.

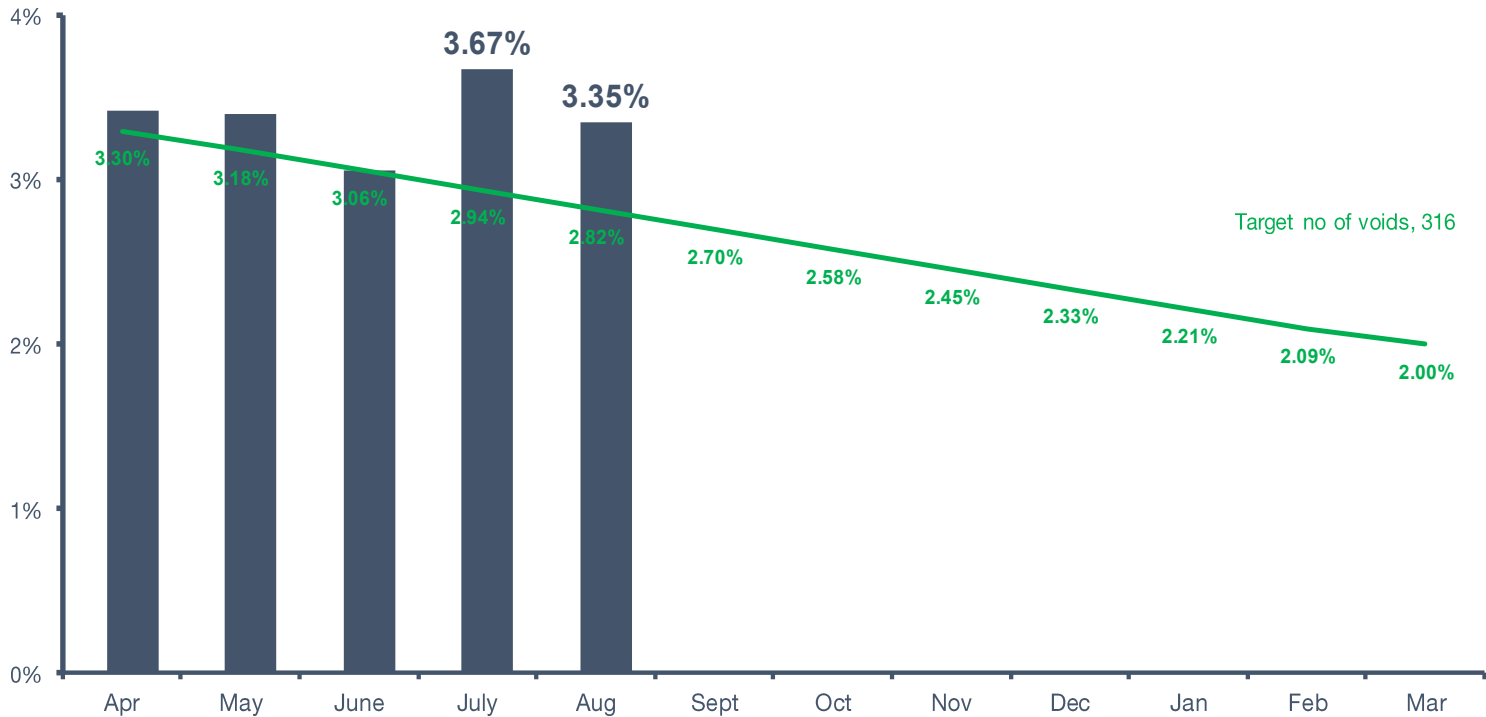
Non-emergency repairs

- Performance improved to 67.1% in August, up from 58.7% in July, with 713 of 1,063 repairs completed within target timescales. Whilst this represents a significant month-on-month improvement of 8.4 percentage points, performance remains below the corporate target of 80.0%. Year-to-date performance has increased to 62.4%, demonstrating gradual improvement as historic backlog repairs continue to reduce.
- Performance continues to be affected by the completion of aged repairs that were already outside target timescales prior to being undertaken, which suppresses reported KPI performance despite improved operational delivery. These older repairs have been moved to legacy contract.
- Demand for repairs remains high and resources continue to be balanced between addressing historic backlog repairs and responding to current demand.
- However, continued progress with backlog reduction, recruitment to key vacancies, enhanced scheduling arrangements and the forthcoming mobilisation of additional contractor capacity are expected to support further improvements during Quarter 3 and Quarter 4.

GN & SH voids as % of stock (Minor Works Voids only) (includes Ready For Let voids)

Lower is Better Performance

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Better than Last Month

2025/26

2026/27

Target	Aug	YTD	2025/26
2.00% (316)	3.35%	3.35%	2.70%

Monthly Metrics:	
Total Voids:	532
Stock:	15,890

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- 2% target (316) based on 2025/26 stock number average 15,805. Voids baseline figure 540.

General Needs & Sheltered Housing Voids

The significant change in voids numbers in July and August is not a direct reflection on the actual movement of voids, HRS performance, or based on the inflow or outflow of voids in this period, and is primarily due to data cleansing and re-categorisation of void tenure group types.

The Housing Improvement Team worked with operational services to carry out data cleansing work in June / July that impacted on the voids figures in July and August as it identified voids that were not previously being captured due to mis-categorisation and poor data quality.

During August, there has been some further re-categorisation of voids, mainly changed from minor works voids to major works voids. This was based on Schedule Of Rates (SOR) where costs of the repair were higher than the minor works cost threshold (circa 50 properties). This KPI only captures Minor works voids. The data cleansing work has given the service a more accurate and robust set of voids data and will allow the voids improvement programme to move forward with more accurate reporting.

The voids improvement programme being delivered is organised through the following six interconnected workstreams:

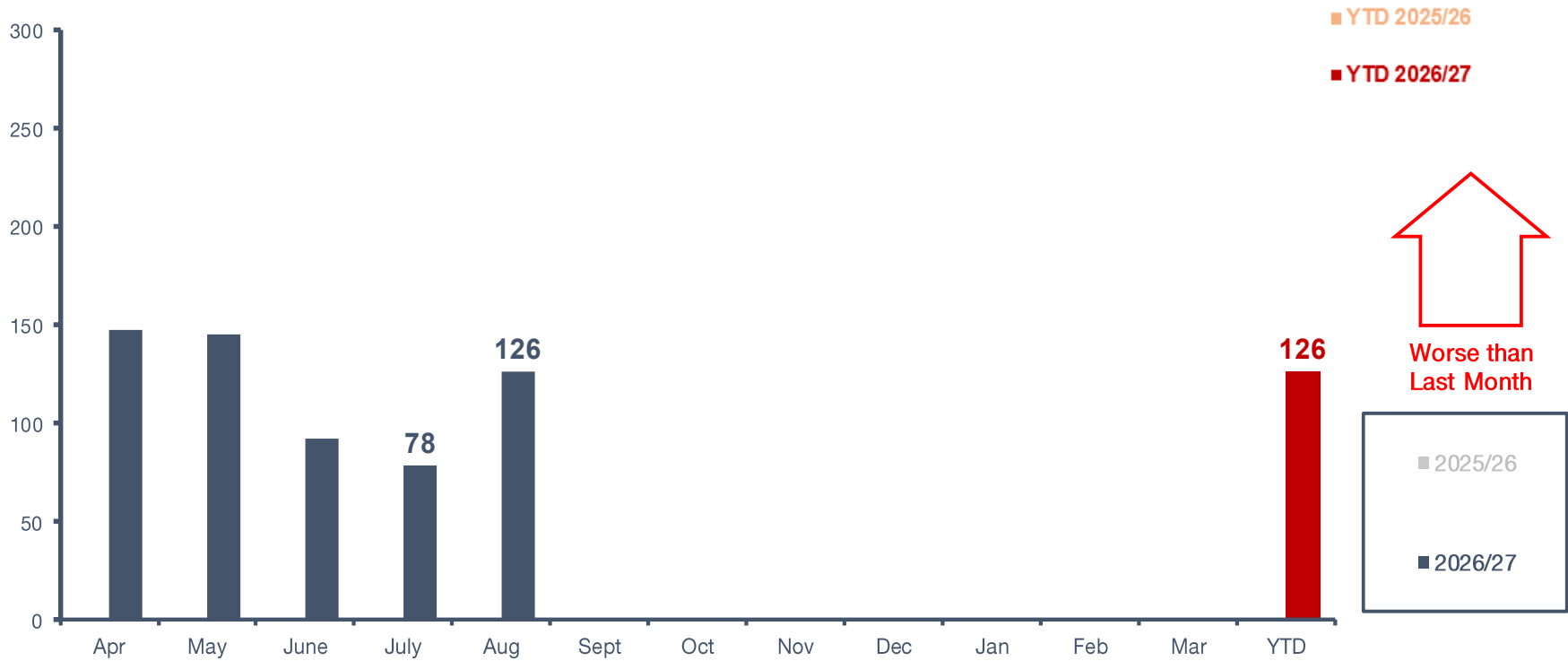
- Housing Repairs Service Operational delivery, focused on improving void turnaround times;
- Asset Management 'Project 400' delivery, focused on returning long-term vacant properties requiring significant investment works prior to occupation;
- Procurement and capacity expansion, focused on securing interim and long-term delivery arrangements to increase works capacity;
- End-to-end process review and redesign, focused on standardising processes, reducing delays and improving accountability across all housing tenures;
- Reporting, performance management and data quality, focused on improving data accuracy, management information, and operational oversight through enhanced dashboards and reporting;
- Digital modernisation, focused on workflow automation, system improvements, and reducing manual administration.

Challenging new targets for voids reduction are currently being established for agreement with senior Council leads.

Long-Term & Unavailable General Needs & Sheltered Housing Voids

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Target	Aug	YTD	2025/26
TBC	126	126	NEW

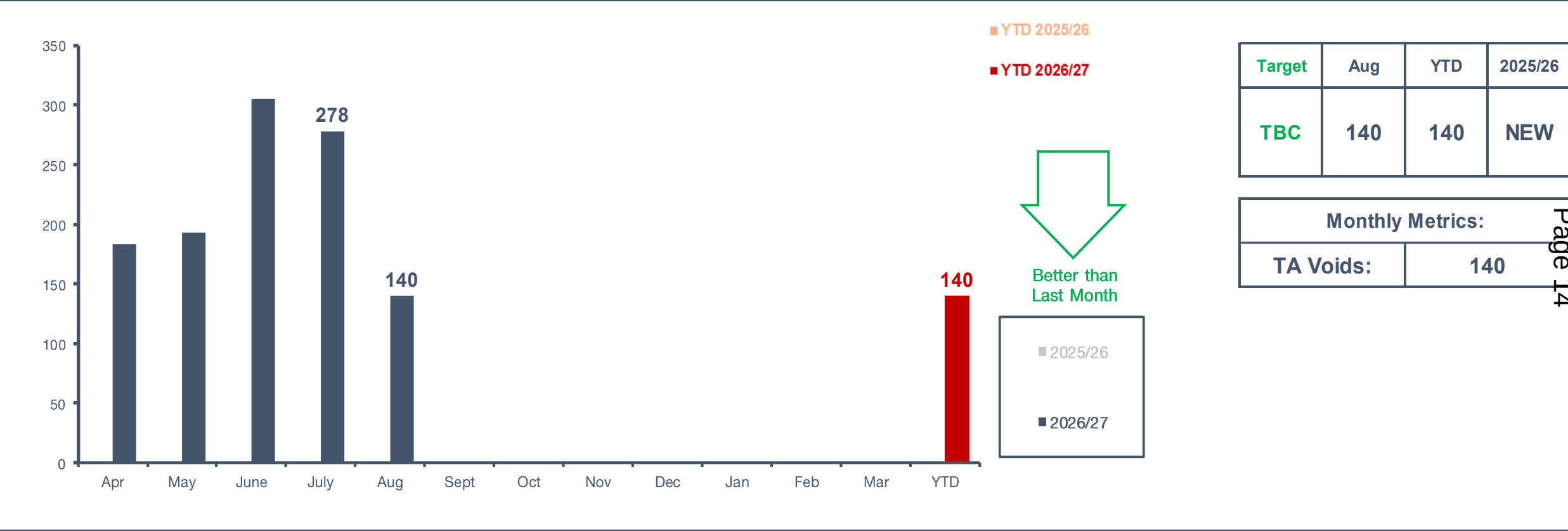
Monthly Metrics:	
Unavailable:	126

- This is an illustration only KPI. Voids not available (decants, squatters, referred to Tenancy Management, regeneration decommissions) No target is set.

TA Voids (HfH & LBH PSLs & Hostels) **includes RFL**

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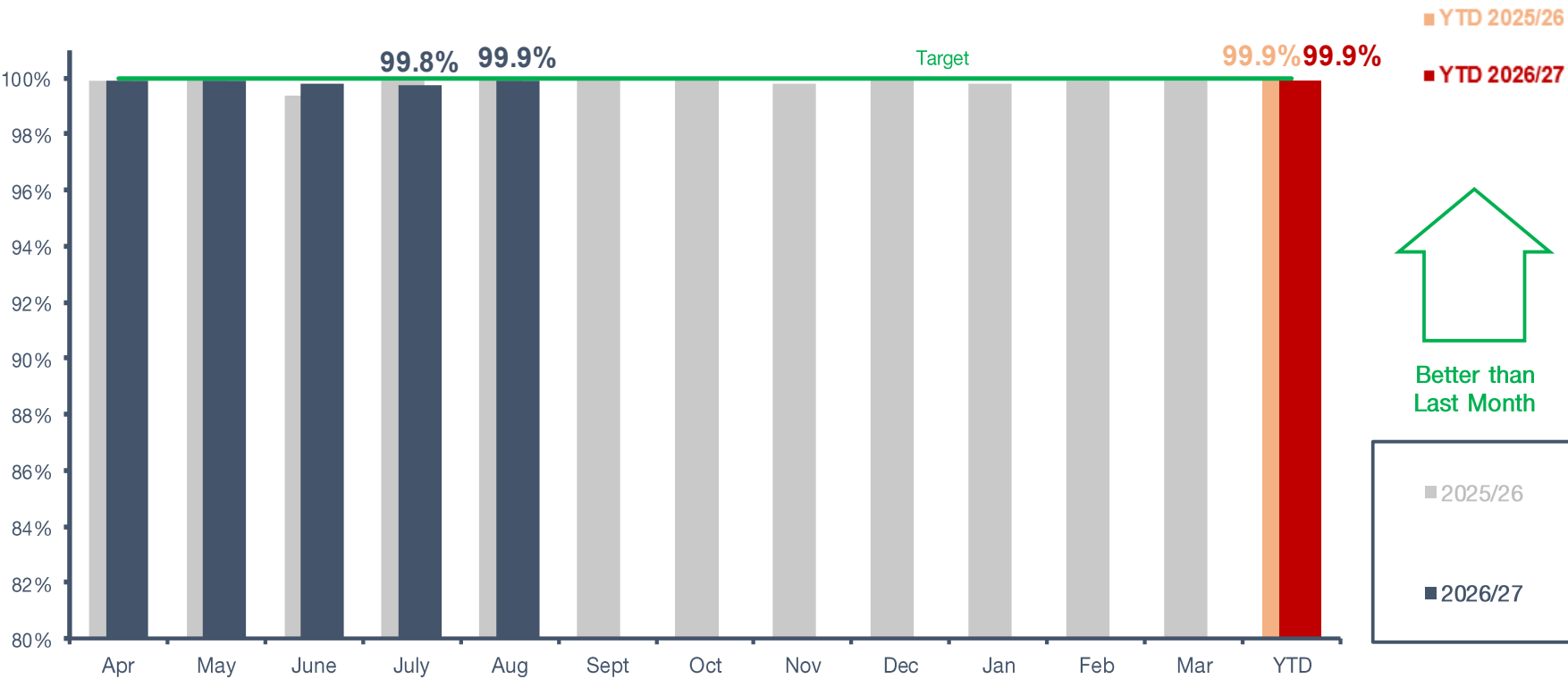
- This is an illustration only KPI for all TA voids, including those that have been made Ready For Let. No target is set.

Fire Risk Assessments

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Target	Aug	YTD	2025/26
100%	99.9%	99.9%	99.9%

Monthly Metrics:	
No. Compliant:	1,634
Total FRAs:	1,635

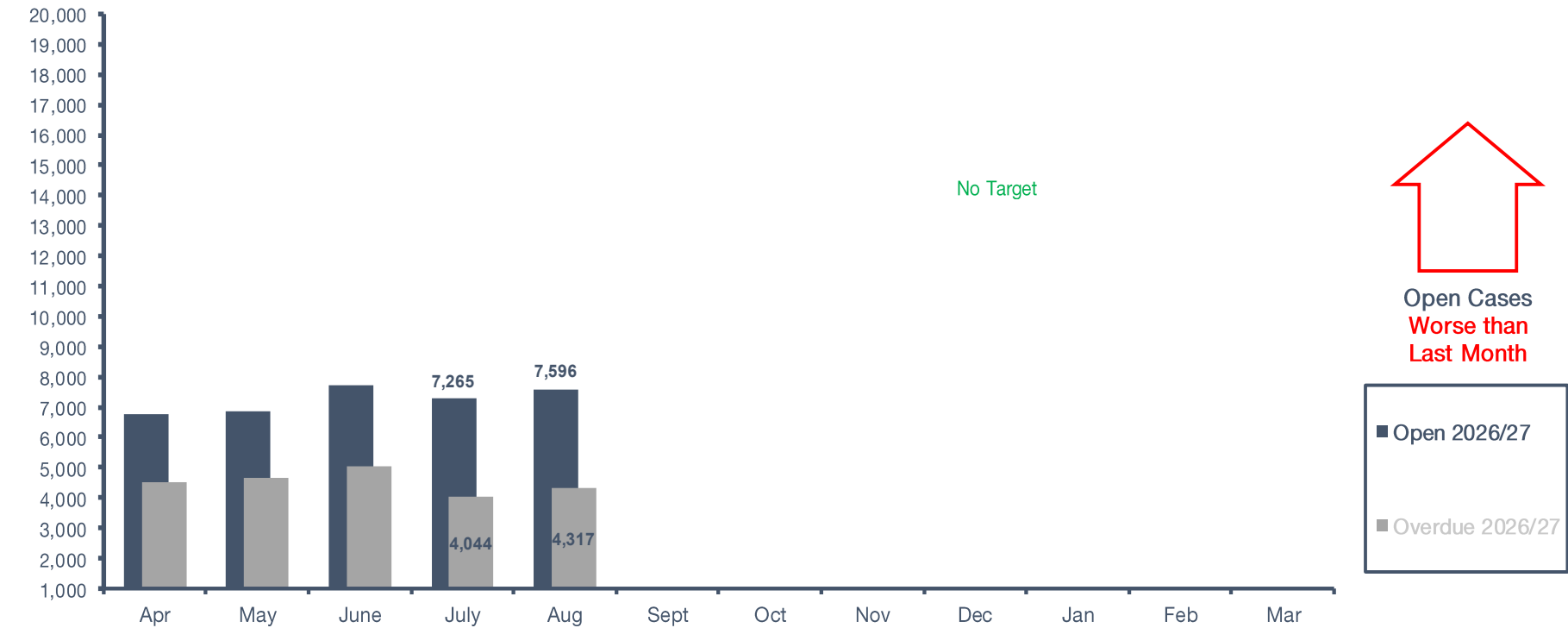
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- This KPI is assessed as **Amber** ragged for the month of August 2026. 1 x overdue property was allocated to FFT but was a no-access case. The survey was subsequently completed by a Haringey assessor on 1 September and is currently awaiting upload. Compliance is only recorded as complete once certificates are on the system.

Fire Risk Assessments: Open & Overdue Actions

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Target	Open	Overdue	2025/26
No Target	7,596	4,317	6,019 4,150

Monthly Metrics:	
Open:	7,596
Overdue:	4,317

- See commentary provided following FRA actions slides.

August 2026

Fire Risk Assessments: Urgent, High, Medium & Low

Lower is Better Performance



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FRA Actions	2025/26	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Urgent	0	0	0	0	0	0							
High Risk	1,626	1,902	1,939	2,226	2,041	2,183							
Medium Risk	3,380	3,943	4,016	4,518	4,293	4,470							
Low Risk	1,013	913	912	990	931	943							
TOTAL FRAs	6,019	6,758	6,867	7,734	7,265	7,596	0	0	0	0	0	0	0



Worse than
Last Month

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- See commentary provided following FRA actions slides.

Fire Risk Assessments: Action Summaries

August 2026

Housing Improvement Team
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Total Number of Actions:	7,596
Total Number of Actions in a Planned Programme:	5,661
Total Number of Actions NOT in a Planned Programme:	1,935

Planned Programme by Risk Level			
Risk Level	Planned	Planned Overdue	% Overdue
High	1,433	1,200	84%
Medium	3,403	2,284	67%
Low	825	177	21%

Unplanned Programme by Risk Level			
Risk Level	Unplanned	Unplanned Overdue	% Overdue
High	750	413	55%
Medium	1,067	234	22%
Low	118	9	8%

Risk Level Breakdown			
Risk Level	Total Actions	Overdue Actions	% Overdue
High	2,183	1,613	74%
Medium	4,470	2,518	56%
Low	943	186	20%

Housing Management	High Risk Overdue	High Risk Total	Medium/Low Overdue	Medium/Low Total	Total Actions
Total Actions	86	200	175	324	524
Estates & Neighbourhoods	13	91	9	95	186
Tenancy Management	69	99	163	226	325
Housing Demand	1	1	1	0	1
Support & Wellbeing	3	9	2	3	12

Building Safety	High Risk Overdue	High Risk Total	Medium/Low Overdue	Medium/Low Total	Total Actions
Total Actions	1,406	1,751	2,174	4,146	5,897
Fire Safety Projects	885	1068	1678	2932	4,000
HRS	304	428	430	954	1,382
Fire Risk Assessment Team	217	255	66	260	515

Property Services	High Risk Overdue	High Risk Total	Medium/Low Overdue	Medium/Low Total	Total Actions
Total Actions	111	214	345	892	1,106
Major Works	89	119	303	761	880
HRS - Electrical	11	21	35	78	99
New Builds	11	74	7	53	127

Mechanical & Electrical	High Risk Overdue	High Risk Total	Medium/Low Overdue	Medium/Low Total	Total Actions
Total Actions	10	18	9	45	63
Mechanical & Electrical	10	16	7	31	47
Electrical	0	2	1	12	14
Gas	0	0	1	2	2
Lifts	0	0	0	0	0

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- See commentary provided following FRA action slides.

Fire Risk Assessments: Action Summaries

August 2026

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ACTIONS RECEIVED - UNPLANNED												
Risk Rating	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
High	312	403	246	83	125							
Medium	248	346	294	87	92							
Low	156	199	82	2	8							
Total	716	948	622	172	225	0	0	0	0	0	0	0
No. of FRA's Completed												

ACTIONS RECEIVED - PLANNED												
Risk Rating	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
High	70	121	67	52	29							
Medium	164	301	143	54	84							
Low	32	104	25	15	16							
Total	266	526	235	121	129	0	0	0	0	0	0	0
No. of FRA's Completed												

ACTIONS CLOSED - UNPLANNED												
Risk Rating	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
High	280	179	261	291	268							
Medium	220	89	214	259	148							
Low	55	58	352	60	164							
Total	555	326	827	610	580	0	0	0	0	0	0	0

ACTIONS CLOSED - PLANNED												
Risk Rating	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
High	30	2	11	193	18							
Medium	62	47	72	259	28							
Low	31	17	6	51	7							
Total	123	66	89	503	53	0	0	0	0	0	0	0

Age Profile	Unplanned			Planned Programme		
Raised in:	High	Medium	Low	High	Medium	Low
2019	0	0	0	29	6	0
2020	0	0	0	64	14	0
2021	0	0	0	22	21	19
2022	0	2	0	69	102	19
2023	0	15	4	115	260	89
2024	1	22	7	265	455	70
2025	62	47	27	327	1041	256
2026	687	981	80	542	1504	372

Age Profile	Unplanned			Planned Programme		
Overdue:	High	Medium	Low	High	Medium	Low
180+ days	61	56	4	867	1404	867
90-180 days	114	27	4	128	373	128
60-90 days	63	19	0	44	145	44
30-60 days	87	64	0	79	219	79
Under 30 days	334	824	106	251	1188	251

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- See commentary provided following FRA action slides.

Fire Risk Assessment Actions

Performance on Fire Risk Assessment Actions is reviewed at Building Safety and Compliance Board, Housing Senior Management Team and Housing Board. Significant attention is being focussed on reducing the number of actions which sit in two key work streams of Planned and Unplanned. The Planned are generally major or complex works that require major works investment or programming and budget. Unplanned are less complex work but still may require significant budget and specialist or competent contractors where repairs are required.

As per the previous slides actions are allocated across several teams within Housing and may require tenant interaction or communication to manage behaviours and resolve. We also track all actions through a digital compliance management system.

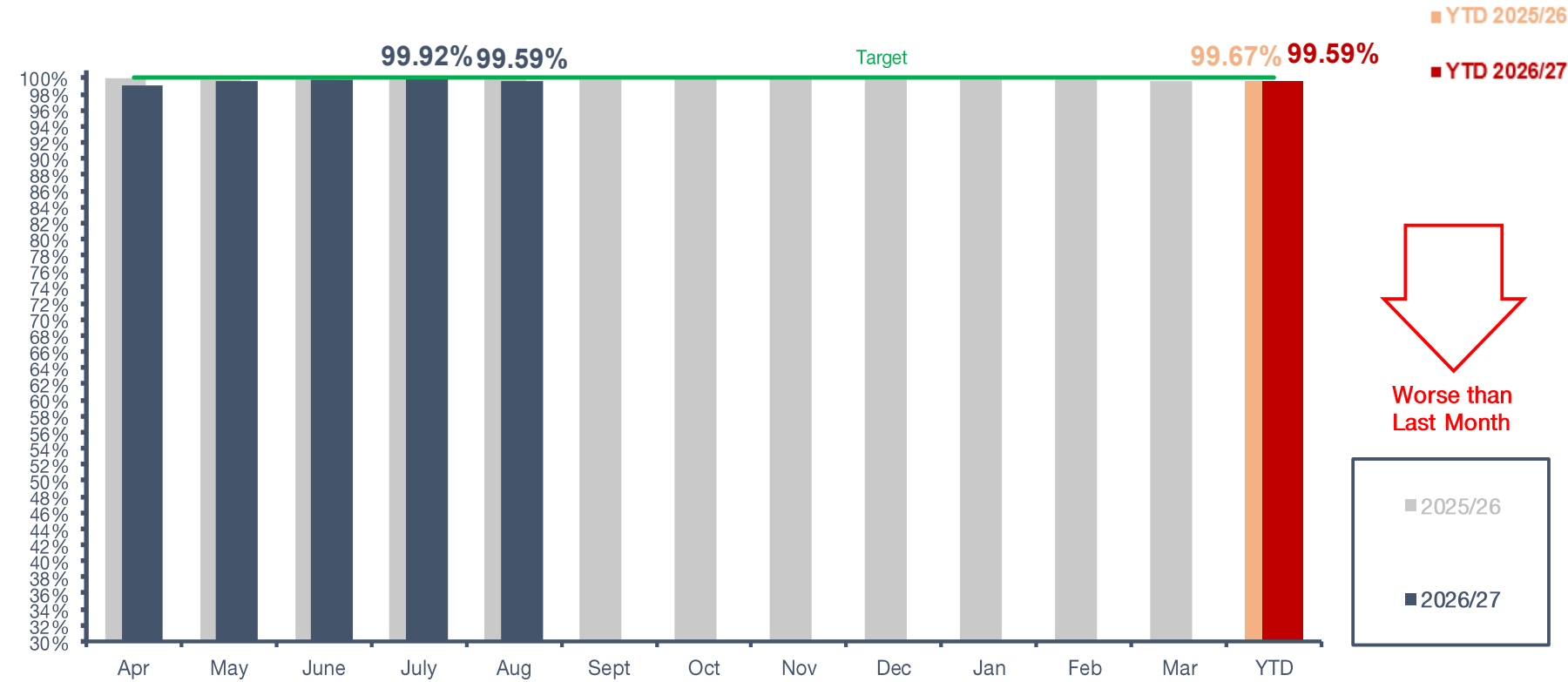
The tables above also show the significant number of new actions received each month reflecting the buildings’ use, age and condition. A programme of improved management and resolution is summarised below for the project that has been established to improve Fire Risk Assessment actions performance.

- Reduce the number of overdue FRA actions.
 - Priority is to reduce overdue non-planned programme actions.
 - Appropriate allocation of planned actions to relevant programmes.
 - Both require suitable supply chains to deliver works related actions
 - Both require oversight and administration by the fire safety team.
- Formalise ways of working that have supported the progress reduction of the FRA numbers working collaboratively across Housing Teams.
- Provide additional support to teams through data analysis and engagement to ensure that Housing Teams are prioritising and actioning FRA actions in line with agreed SLAs and escalation where required.
- Identify and implement further technology improvements to support the longer-term successes and ability to maintain performance including mobile devices for identifying and closing actions, and use of AI and remote monitoring technology as part of a wider Housing Technology Strategy.
- Provide improved visibility and reporting on the FRA performance through our Governance and Scrutiny structure and raise awareness of the relevant data to inform Members and Senior Officers.

% of properties with valid gas certificate - (GN, SH, HOS & PSLs only)

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Housing Improvement Team
Adults, Housing & Health



Target	Aug	YTD	2025/26
100%	99.59%	99.59%	99.67%

Monthly Metrics:	
No. Compliant:	13,567
Total:	13,623

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- The KPI has been assessed as **Amber** ragged for the month of August 2026. A commentary has been provided by the Head of Service on the next slide.

Gas Compliance

As at the end of August 2026, 56 x properties were non-compliant:

7 x properties are with TMO H&S issues.

12 x have been completed awaiting LGSR upload.

33 x have been through 3rd letter and have also had a letter hand delivered.

2 x with appointments in September.

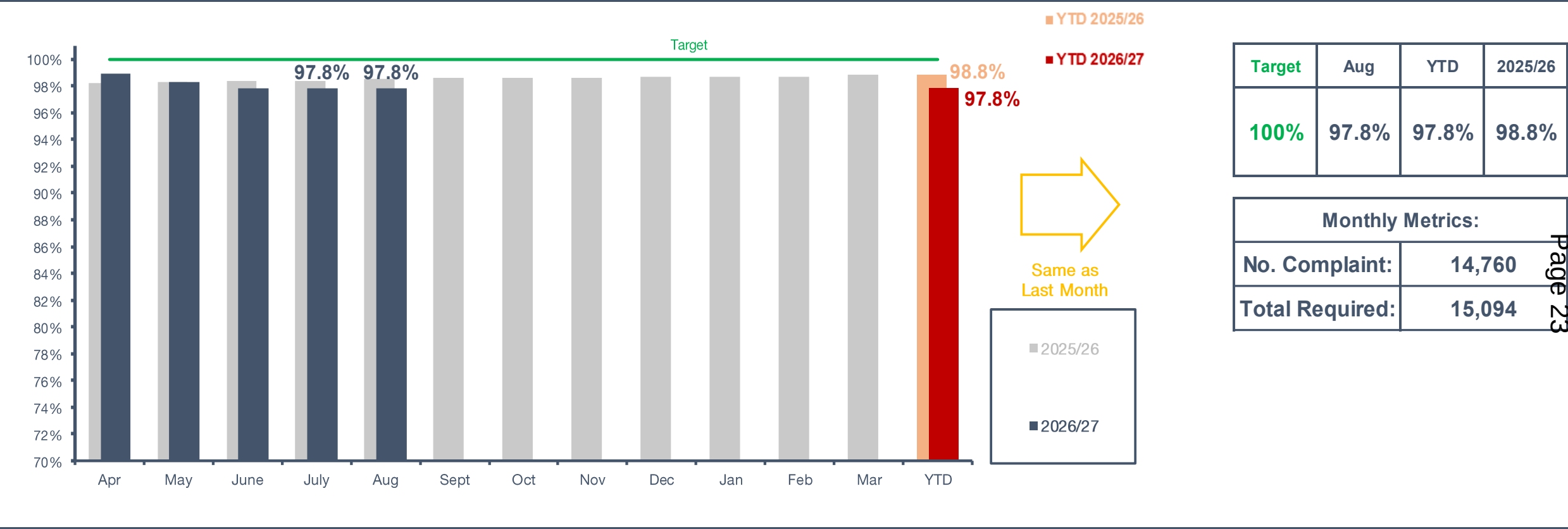
2 x with PSL team for access via landlord.

The impact of the removal of the Warrant process for gas access, is starting to have an effect on access and compliance numbers. Legal advice is that we have a defensible position providing that we have documented evidence of taking all reasonably practicable steps to gain access.

Domestic Electrical Inspection Programme

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- This KPI is assessed as **Red** ragged for the month of August 2026. A commentary has been provided by the Head of Service on the next slide.

Domestic EICR

DOMESTIC

Reported 334 non-compliant

Compliant - 32

of which,

Completed awaiting cert upload or empty - 11

Attended - remedials required - 14

Attended on void - locating cert - 7

Non-Compliant - 302 - of which,

Booked - 5

No Access Procedure - 184

Tenancy Management Intervention - 47

New Build Cert Missing (chased) - 1

New Co-op properties - missing contact details - 7

Planned with contractor - 48

Warrant approved - unable to action - 4

Warrant - booked – 6

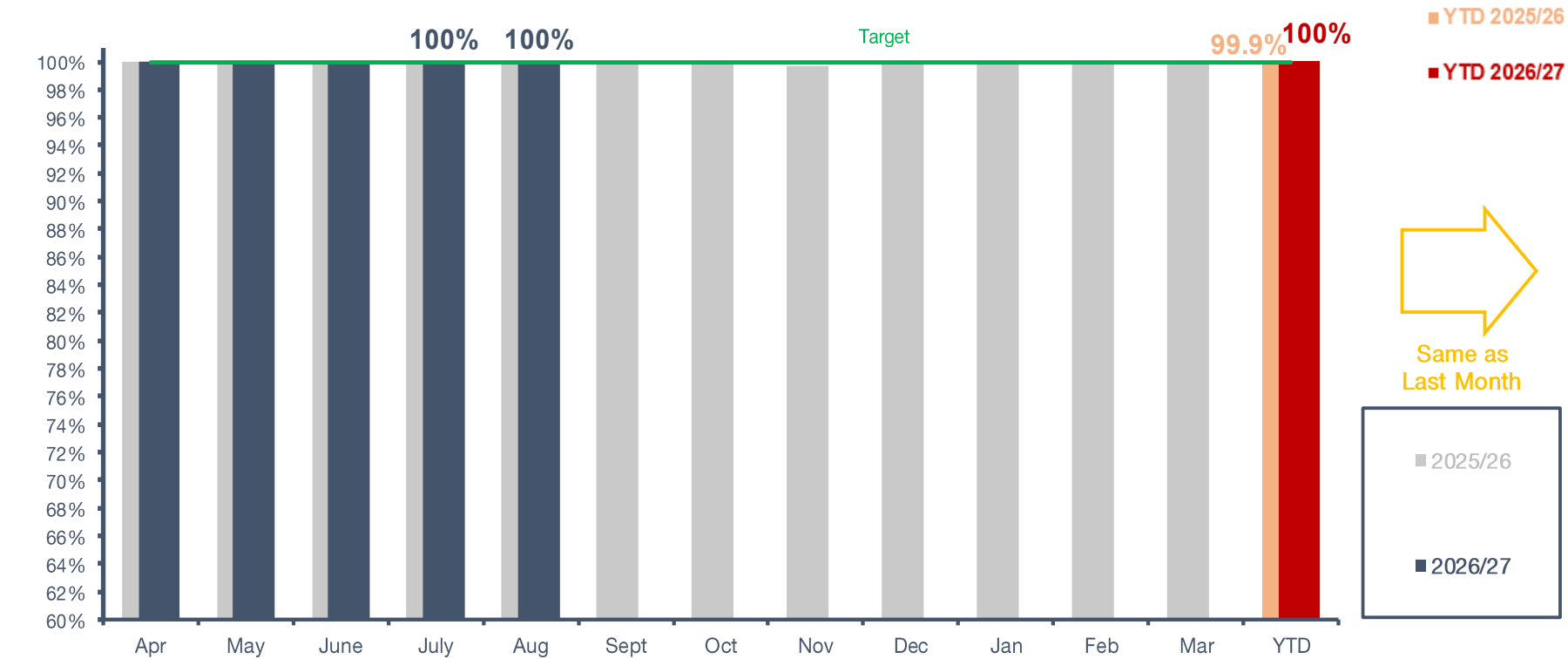
COMMUNAL

Reported 1 x non-compliant. Now uploaded to C365 and compliant

Number of blocks with a valid Asbestos Survey Re-Inspection (communal areas only)

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Target	Aug	YTD	2025/26
100%	100%	100%	99.9%

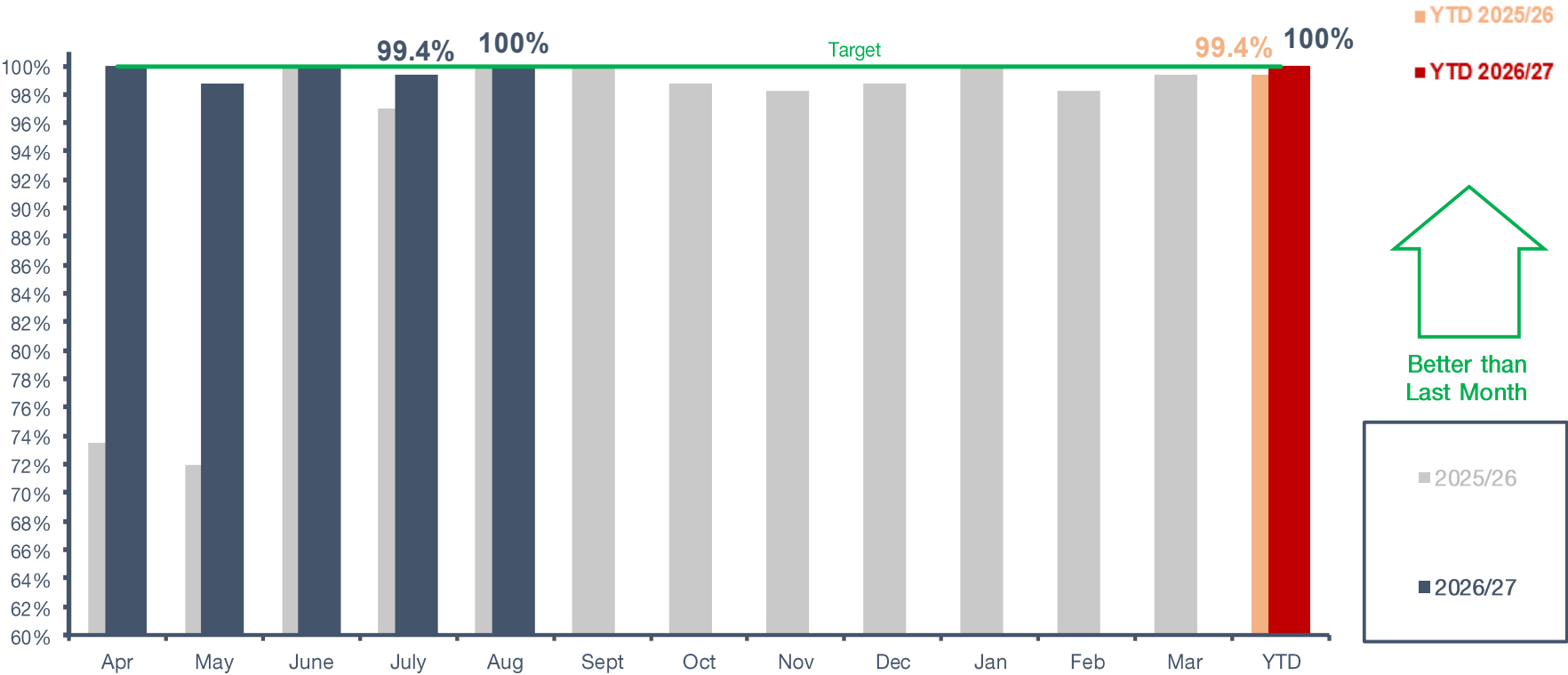
Monthly Metrics:	
No. Complaint:	1,136
Total Required:	1,136

- This KPI is assessed as Green ragged for the month of August 2026.

Passenger lift inspections (LOLER)

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Target	Aug	YTD	2025/26
100%	100%	100%	99.4%

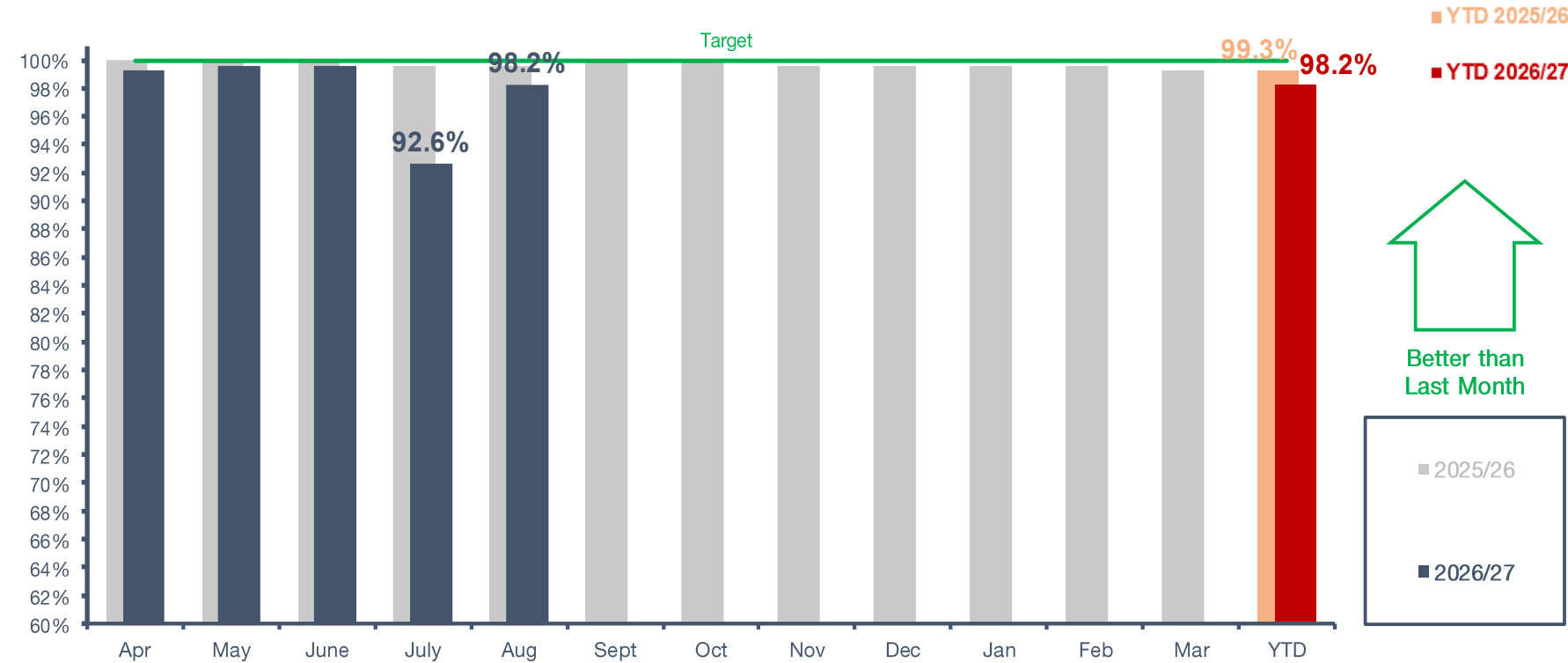
Monthly Metrics:	
No. Compliant:	166
Total Required:	166

- This KPI is assessed as **Green** ragged for the month of August 2026.

Class A - Water Hygiene, Large scheme (whole building Risk Assessment)

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Target	Aug	YTD	2025/26
100%	98.2%	98.2%	99.3%

Monthly Metrics:	
No. Compliant:	268
Total Required:	273

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- This KPI is assessed as **Red** ragged for the month of August 2026. A commentary has been provided by the Head of Service on the next slide.

Water Risk Assessments

5 x non-compliant at the end of August:

3 x awaiting asbestos removal, contract now awarded and works scheduled September/November. Water sampling quarterly to mitigate risk (The Lindales, Winkfield and Winkfield).

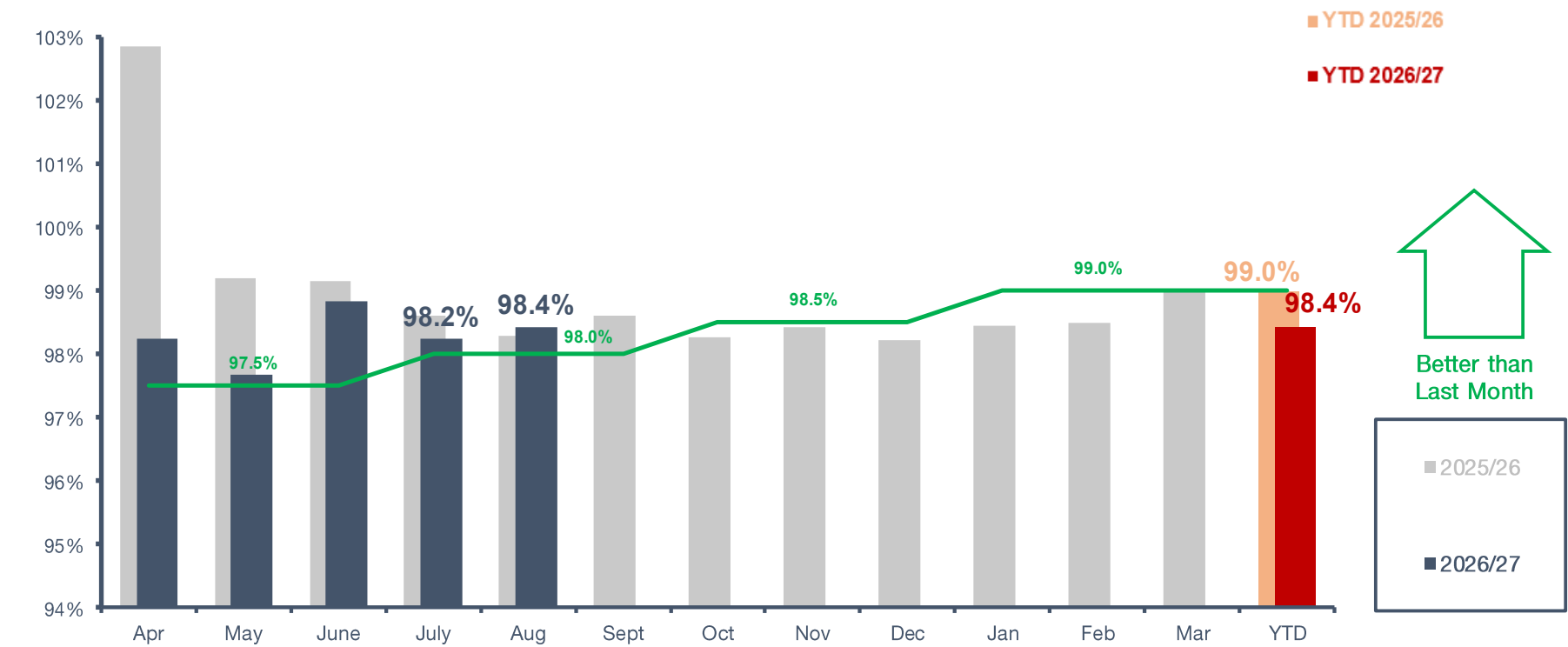
1 x awaiting bio clean and replacement doors, if not completed in September sample mitigations will commence (Ellenborough Court).

1 x loft hatch broken, awaiting HRS to force open and repair, which is booked for 08 September (Cunningham Road).

% of rent and service charges collected (including arrears and excluding water rates) (GN & SH only) (YTD, not in-month)

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Target	Tolerance	YTD Aug	2025/26
98.0%	97.5%	98.4%	99.0%

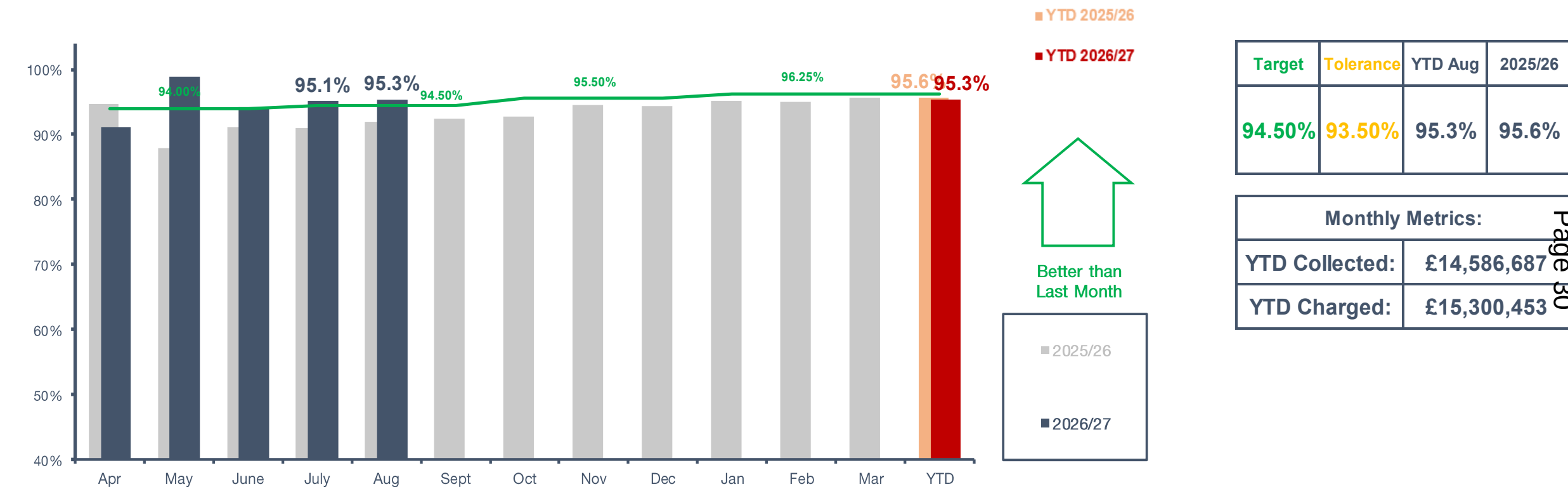
YTD Metrics:	
YTD Collected:	£51,472,173
YTD Charged:	£52,298,281

- This KPI is assessed as **Green** ragged for YTD August 2026. This indicator is measured as a year-to-date outturn (cumulative) not as an in-month collection rate. Target is incremental for each quarter, 97.5%, 98.0%, 98.5% & 99.0%

The proportion of rent collected for all temporary accommodation (Annexes, Lodges & Council PSLs) (YTD, not in-month)

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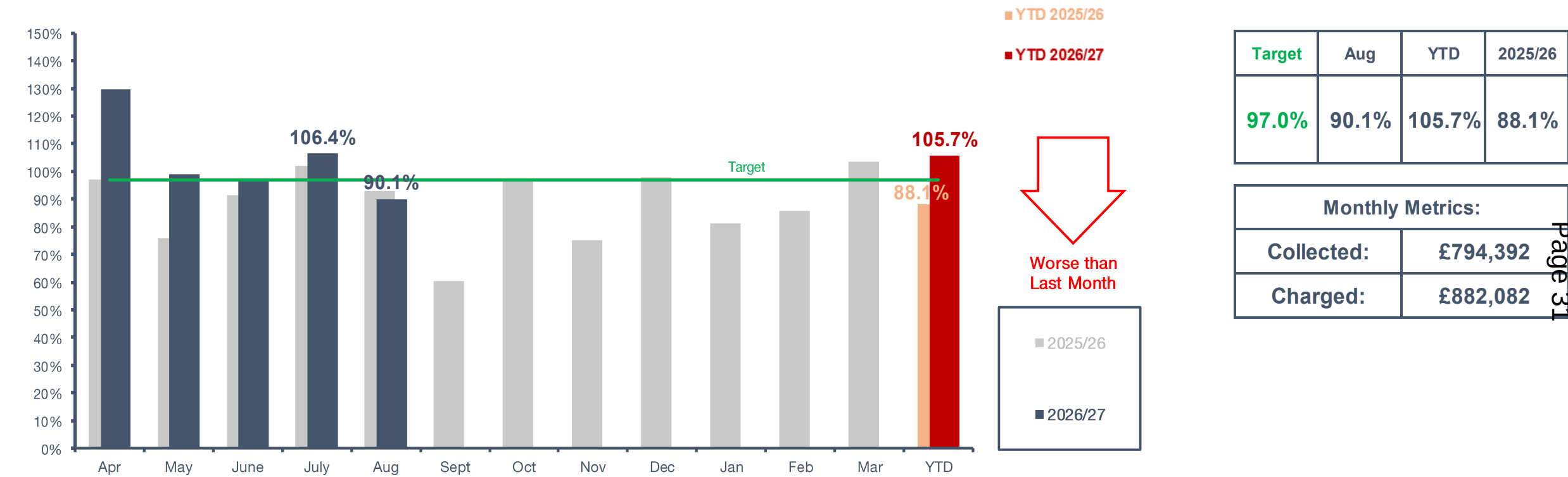
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- This KPI is assessed as **Green** ragged for YTD August 2026. This indicator is measured as a year-to-date outturn (cumulative) not as an in-month collection rate. Target is incremental each quarter 94.0%, 94.5%, 95.5% & 96.25%.

% of day to day Leasehold service charges collected

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Target	Aug	YTD	2025/26
97.0%	90.1%	105.7%	88.1%

Monthly Metrics:	
Collected:	£794,392
Charged:	£882,082

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- This KPI is assessed as **Red** ragged for the month of August 2026.
- The service will be implementing a new module, which may impact on performance and officer time during the summer. This implementation is a delayed by 2 years and now prioritised for May and June, when reporting may not be possible until all live system reporting is tested, following system go-live.

% of day to day Leasehold Service Charges Collected

The service charge income collection rate for August was 90.1%, which is below target. Performance was impacted by seasonal factors typically associated with the summer holiday period. During August, a number of team members were on annual leave due to the school holidays and summer travel. This resulted in a reduced service and a lower level of engagement with Leaseholders. This affected the volume of follow up activity and recovery actions undertaken during the month.

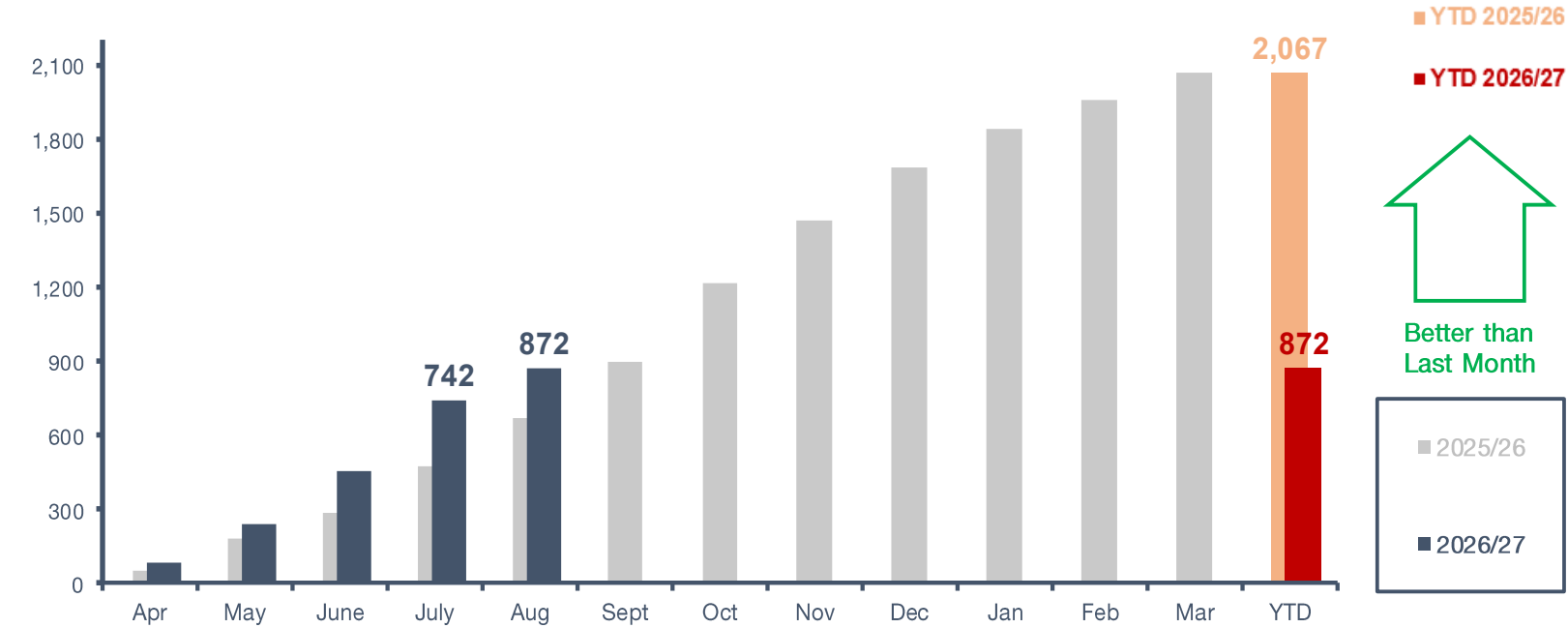
In addition, Leaseholders were slower to respond to recovery actions due to the summer holiday period, with competing household expenditure during the school holiday's which may have influenced payment priorities for some residents.

Despite the monthly shortfall, overall performance remains strong, with a year-to-date collection rate of 105.7% demonstrating successful recovery of arrears earlier in the year. Collection performance is expected to improve in September as staff and service levels return to normal and targeted arrears recovery activity resumes.

Tenancy Checks (AUD, INTRO, 6 WK, WELF, ASB) (cumulative)

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Target	Aug	YTD	2025/26
20% stock	872	872	2,067

Tenancy Checks	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	YTD
No. Completed	82	240	457	742	872	0	0	0	0	0	0	0	872

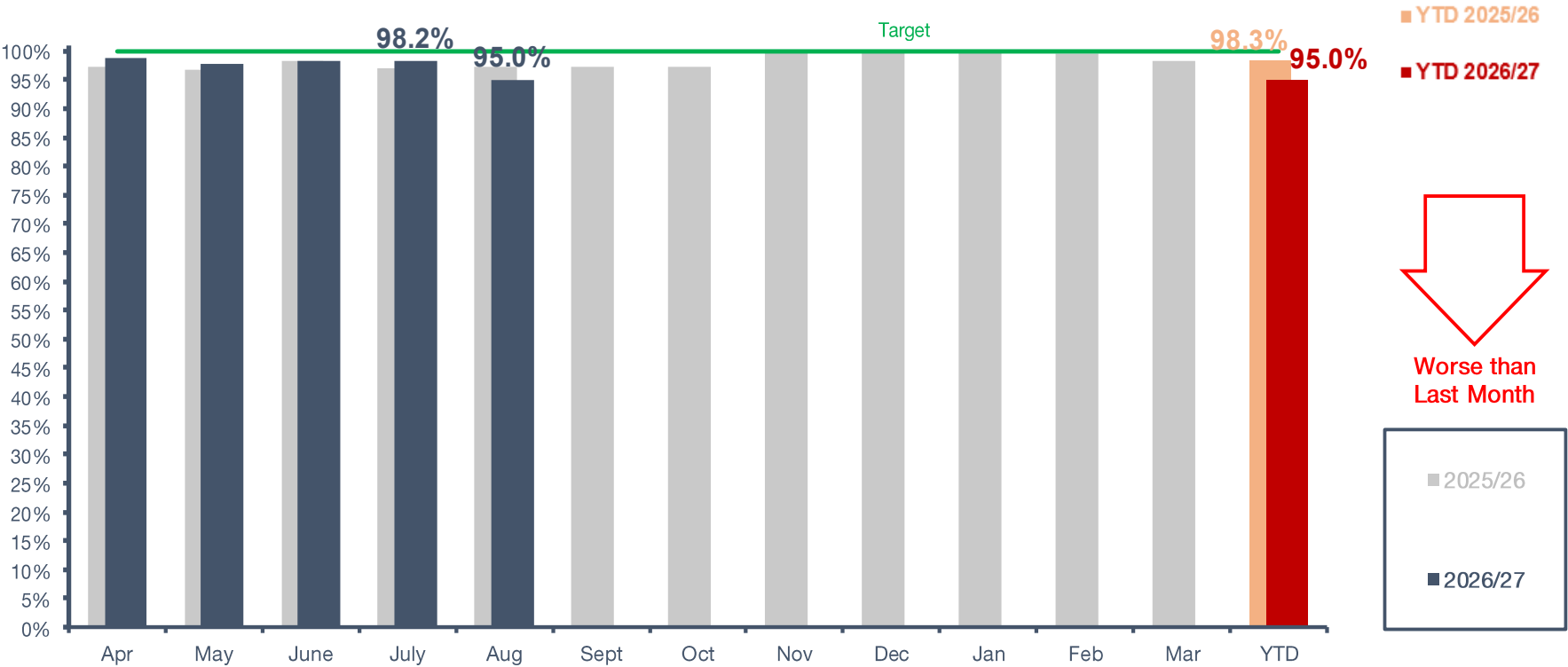
haringey.gov.uk

- This is an illustration of Tenancy Management Activities & Visits, which includes Tenancy Audits, Introductory Tenancies, 6-weekly visits, Welfare Checks, and Anti Social Behaviour visits. Tenancy Management have confirmed that all of these visits include a vulnerability and welfare check component.

% of Support Plans in date

Higher is Better Performance

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Adults, Housing & Health



Target	Aug	YTD	2025/26
100.0%	95.0%	95.0%	98.3%

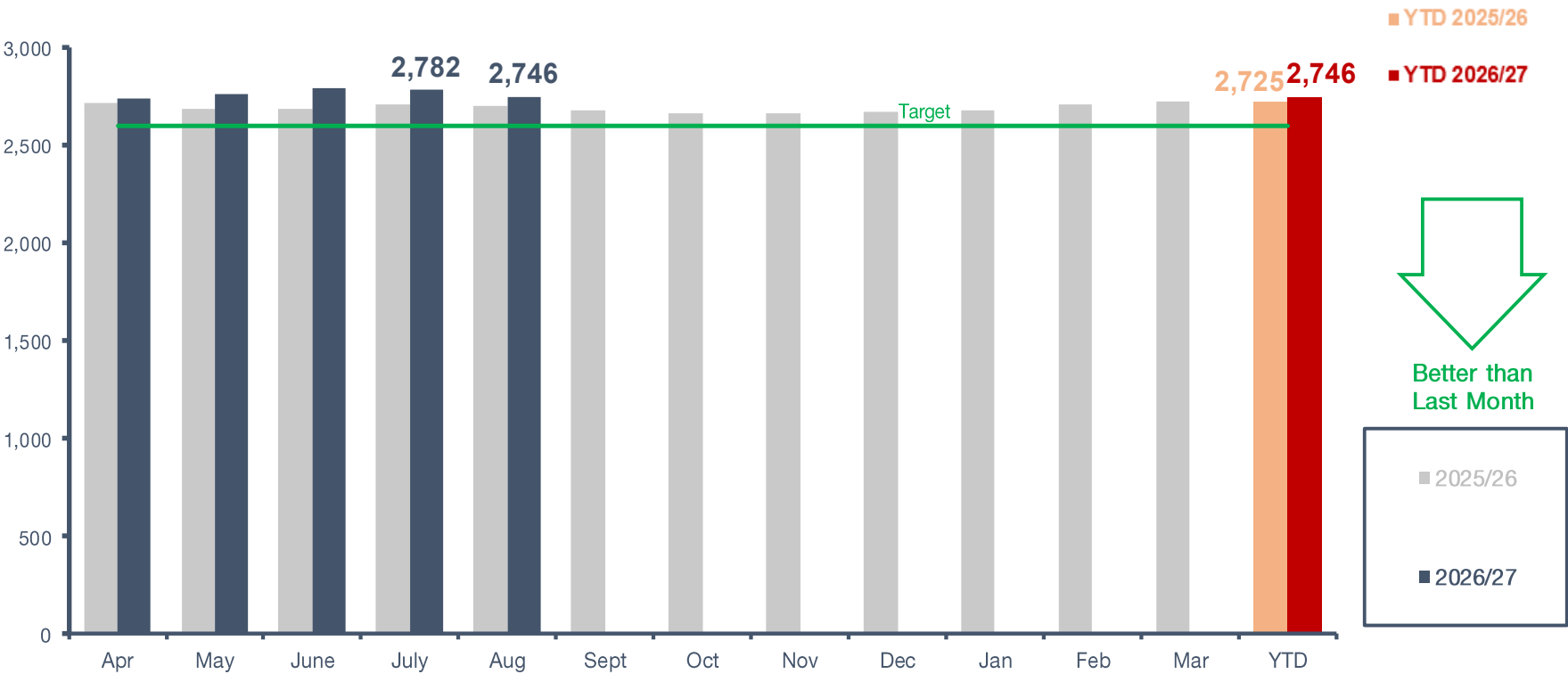
Monthly Metrics:	
Compliant:	1,051
Total Plans:	1,106

- This KPI is assessed as **Red** ragged for the month of August 2026. Lack of staffing due to the restructure and sickness has contributed to the under-performance. The service is in the process of onboarding new staff members, and compliance of Support Plans is a priority.

Number of homeless households in Temporary Accommodation

Lower is Better Performance

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Target	Aug	YTD	2025/26
2,600	2,746	2,746	2,725

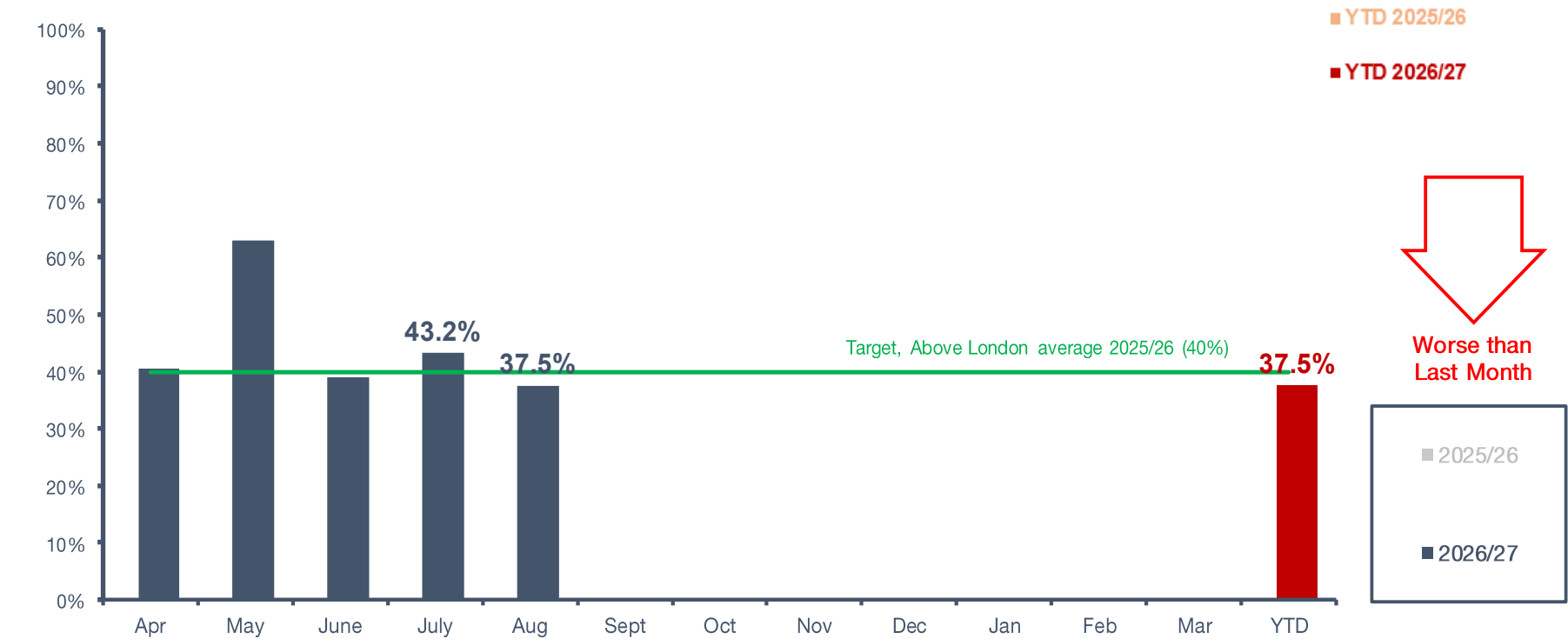
Monthly Metrics:	
No. in TA	2,746

- This KPI is assessed as **Red** ragged for the month of August 2026.

% of P&R duties where homelessness was prevented or relieved

Higher is Better Performance

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Target	Aug	YTD	2025/26
40.0%	37.5%	37.5%	NEW

Monthly Metrics:	
P&R:	51
Duties Owed:	136

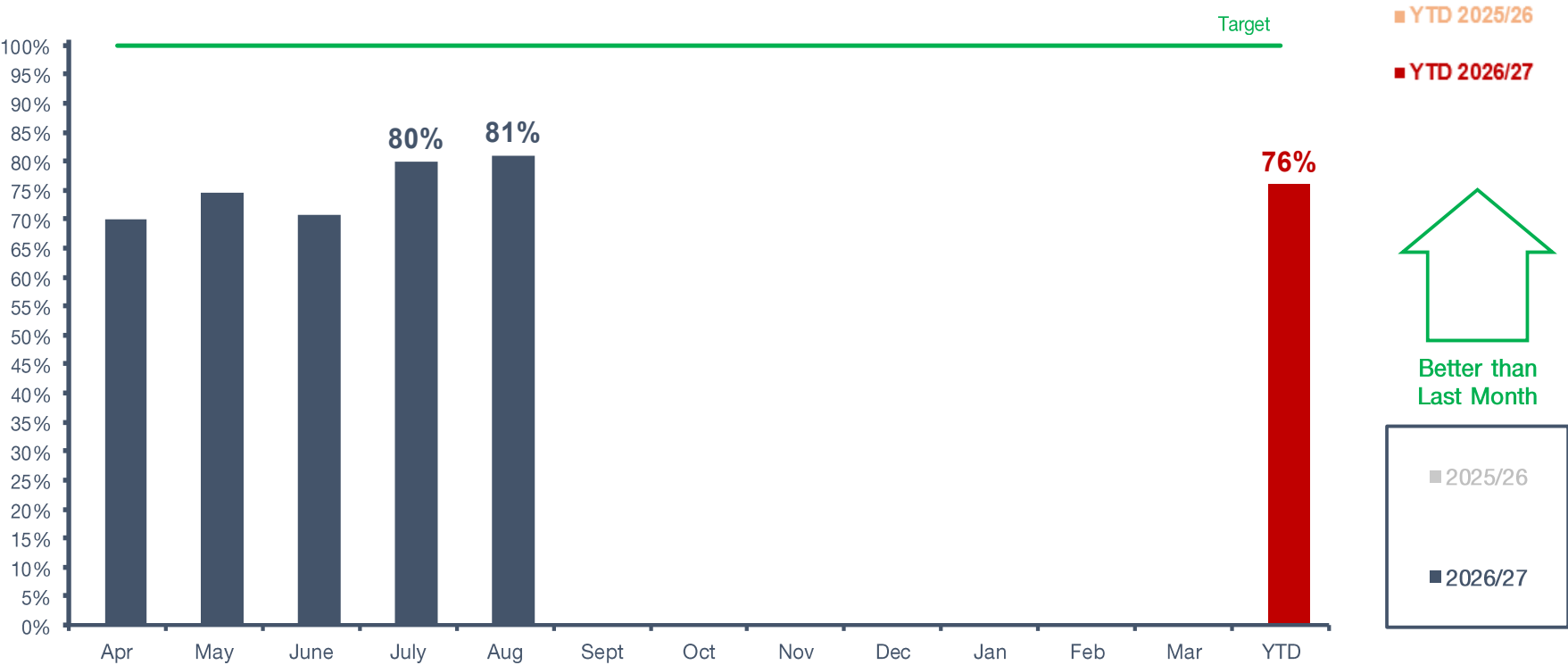
haringey.gov.uk

- This KPI is assessed as **Red** ragged for the month of August 2026. Target set is for performance to be above the London average 2025/26 (40%). Year-end target so no commentary included..

Awaabs Law: Emergency damp and mould treatments completed within 24 hours (%)

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Target	Aug	YTD	2025/26
100%	81%	76%	NEW

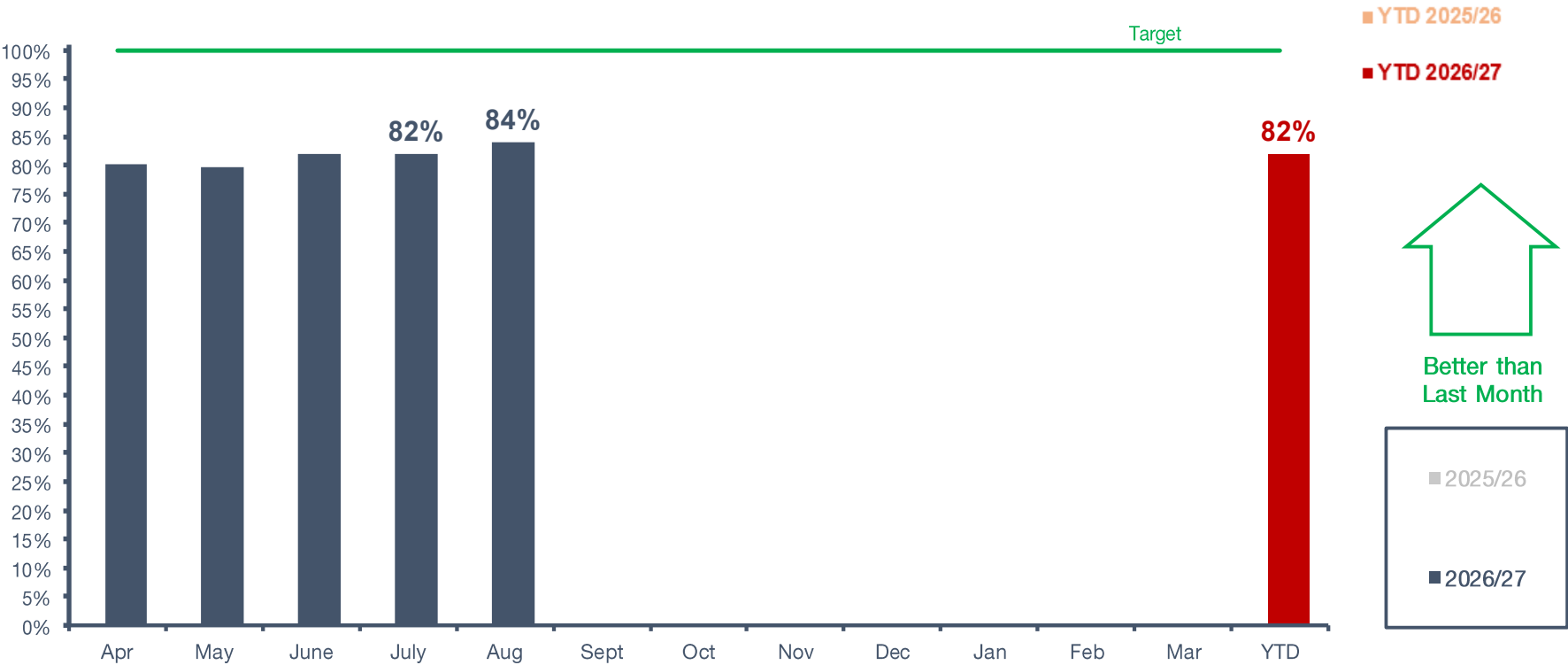
Monthly Metrics:	
Within 24hrs:	104
Total:	129

- Please see commentary following all Awaab's Law indicator slides.

Awaabs Law: Significant damp and mould cases investigated by surveyor within 10 working days

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Target	Aug	YTD	2025/26
100%	84%	82%	NEW

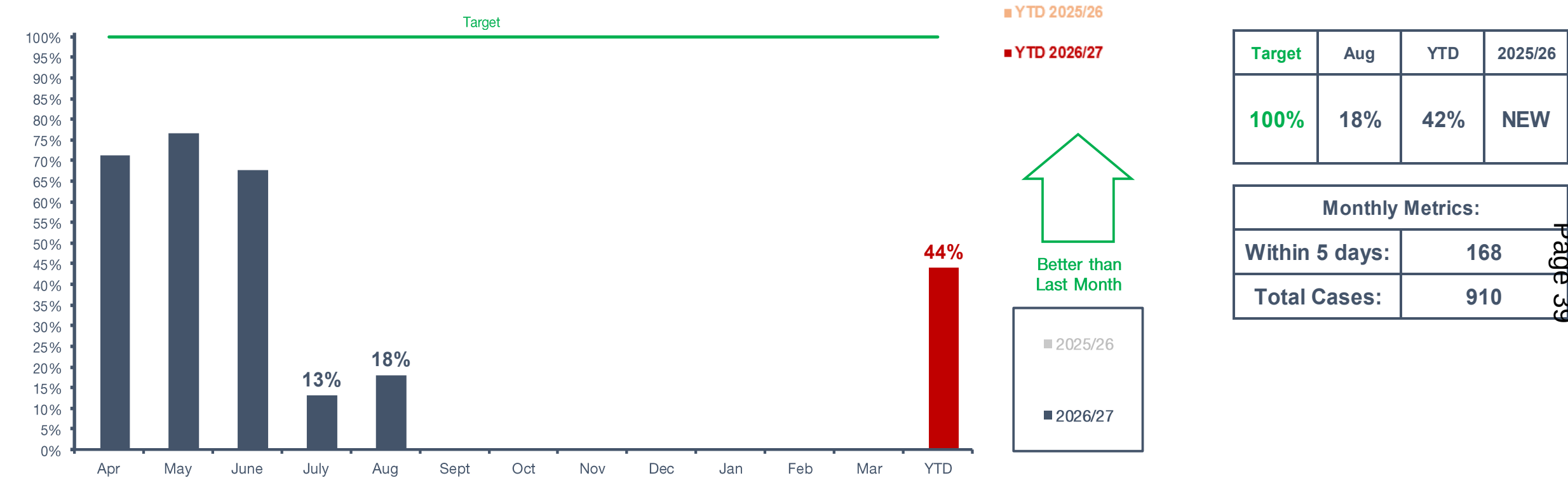
Monthly Metrics:	
Within 10 days:	1,267
Total Cases:	1,515

- Please see commentary following all Awaab's Law indicator slides.

Awaabs Law: Make safe works completed on damp and mould cases within 5 working days

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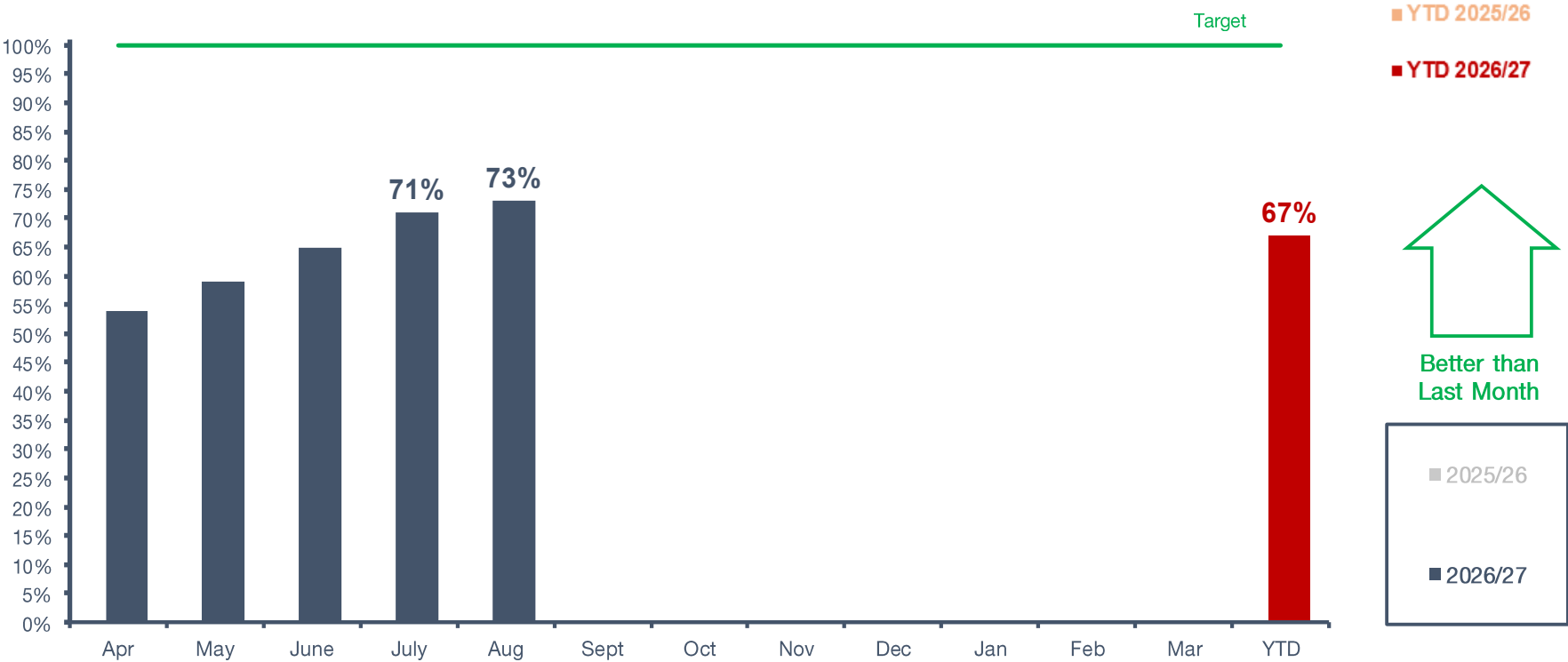


- Please see commentary following all Awaab's Law indicator slides – the service have provided additional context on this indicator in the commentary.

Awaabs Law: Produce written summary of investigation findings & provide this to tenant within 3 working days

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Higher is Better Performance



Target	Aug	YTD	2025/26
100%	73%	67%	NEW

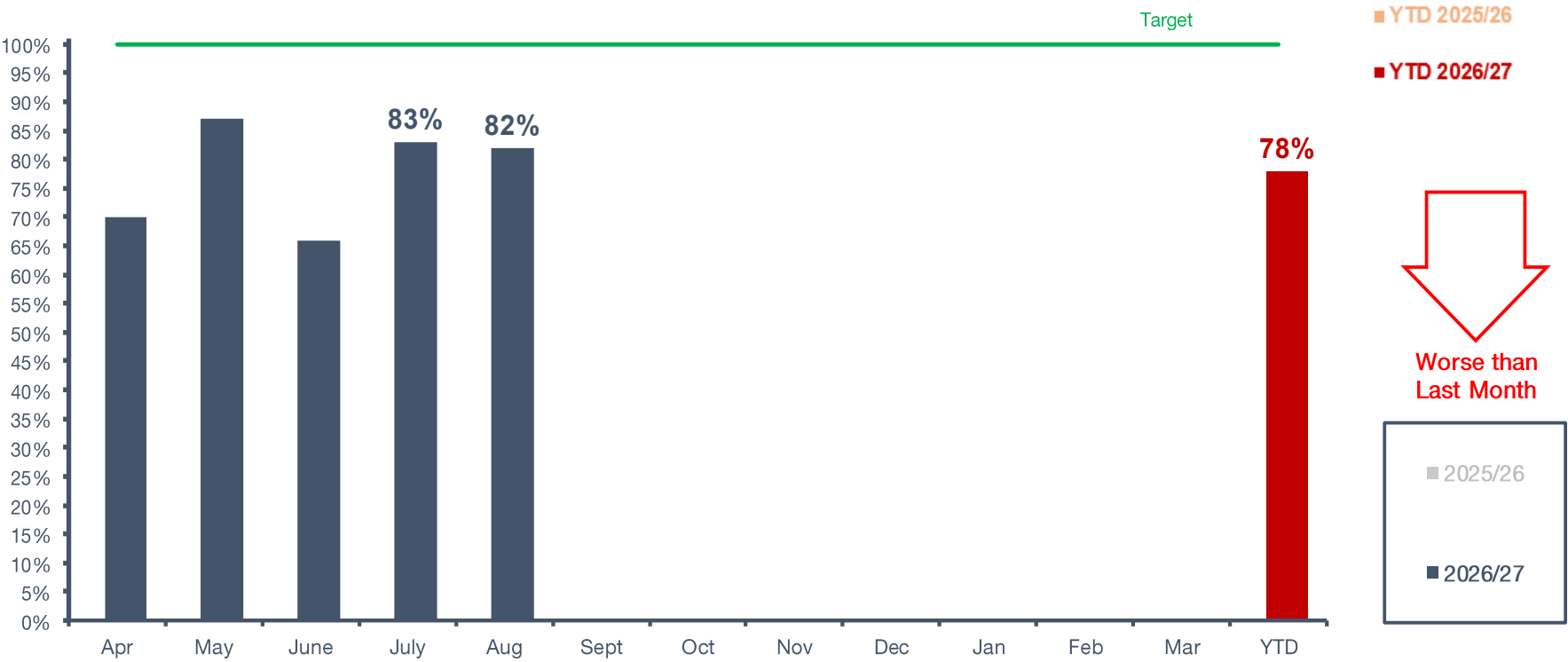
Monthly Metrics:	
Within 3 days:	1,190
Total Cases:	1,624

- Please see commentary following all Awaab's Law indicator slides.

Awaabs Law: Further Works (started within 12 weeks)

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Higher is Better Performance



Target	Aug	YTD	2025/26
100%	82%	78%	NEW

Monthly Metrics:	
Within 12 wks:	1,179
Total Cases:	1,436

- Please see commentary following all Awaab's law indicator slides

Awaab's Law / Damp and Mould

Performance against Awaab's Law requirements remains mixed, with improvements recorded across several key measures during August. Emergency damp and mould responses continue to perform strongly, demonstrating improved responsiveness to higher-risk cases and effective operational oversight. Survey activity, case progression and overall case management arrangements remain stable as revised processes become embedded across the service.

Performance had previously dipped in July against the make safe within 5 days indicator because of improvements to reporting which now include the completion of asbestos and other safety checks within the overall completion timescales. We have reviewed and revised our internal processes and we expect performance to improve month-on month throughout the year.

For reassurance, the in-month August performance was:

- 81% of the significant cases raised in August that needed a make safe were completed in 5 days.
- 100% of the significant cases raised in August that needed a make safe are now fully completed.

Performance for written summaries, survey activity and progression of follow-on works continues to be closely monitored through weekly multi-disciplinary review meetings. Work is also continuing to enhance reporting through the case management system, supporting improved oversight, regulatory assurance and performance monitoring.

Appendix 1: Tenants Satisfaction Measures

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The Regulator of Social Housing (RSH) introduced a suite of 22 statutory Tenant Satisfaction Measures (TSMs) for social housing landlords to report on from 2023/24 onwards.

The TSMs are aimed at helping tenants and landlords gain a better understanding of how well their services are performing in comparison with other providers.

There are 22 TSMs in total, covering overall satisfaction and five themes. Ten of the TSMs will be measured by landlords through their own internal KPI monitoring, and the remaining twelve measured through tenant perception surveys.

The themes are:

- 1.Overall satisfaction
- 2.Keeping properties in good repair
- 3.Maintaining building safety & safety checks
- 4.Respectful and helpful engagement
- 5.Effective handling of complaints
- 6.Responsible neighbourhood management

The following two slides set out the results of our annual TSM perception survey and TSM KPIs for 2024/25 and show them alongside the results from the 2022/23 trial run of the TSM perception survey questions and 2022/23 TSM KPIs. The 2025/26 results are only for the month of May 2025. The last set are the results for the whole 2025/26 TSMs.

Tenants Satisfaction Measures

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0.	Our Ref	RSH Ref	Overall satisfaction	2025/26	2025/26 (May)	2024/25	2023/24	2022/23
TSM 01	CE 01	TP 01	Overall satisfaction with the service provided by the landlord	46%	56%	48%	47%	45%
1.	Our Ref	RSH Ref	Keeping properties in good repair	2025/26	2025/26 (May)	2024/25	2023/24	2022/23
TSM 02		TP 02	Satisfaction with repairs	50%	60%	49%	50%	51%
TSM 03		TP 03	Satisfaction with time taken to complete most recent repair	41%	58%	44%	46%	45%
TSM 04		TP 04	Satisfaction that the home is well-maintained	48%	56%	47%	48%	45%
TSM 05	NI 158	RP 01	Homes that do not meet the Decent Homes Standard	16%	19%	19%	22%	27%
TSM 06	HMPI 185	RP 02	Repairs completed within target timescale	67%	#	70%	65.2%	74.4%
2.	Our Ref	RSH Ref	Maintaining building safety	2025/26	2025/26 (May)	2024/25	2023/24	2022/23
TSM 07		TP 05	Satisfaction that the home is safe	59%	68%	58%	58%	49%
2.	Our Ref	RSH Ref	Safety checks	2025/26	2025/26 (May)	2024/25	2023/24	2022/23
TSM 08	GS 01	BS 01	Gas safety checks	99.7%	99.9%	99.9%	99.6%	100.0%
TSM 09	1.6	BS 02	Fire safety checks	99.9%	100%	99.9%	99.9%	99.9%
TSM 010	2.6	BS 03	Asbestos safety checks	99.9%	100%	100%	100%	100%
TSM 011	2.9	BS 04	Water safety checks	99.3%	100%	100%	99.7%	100%
TSM 012	2.7	BS 05	Lift safety checks	99.4%	71.9%	99.3%	99.3%	99.3%

Tenants Satisfaction Measures

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3.	Our Ref	RSH Ref	Respectful and helpful engagement	2025/26	2025/26 (May)	2024/25	2023/24	2022/23
TSM 013		TP 06	Satisfaction that the landlord listens to tenant views and acts upon them	42%	46%	43%	44%	37%
TSM 014		TP 07	Satisfaction that the landlord keeps tenants informed about things that matter to them	60%	65%	64%	66%	48%
TSM 015		TP 08	Agreement that the landlord treats tenants fairly and with respect	60%	66%	62%	62%	48%
4.	Our Ref	RSH Ref	Effective handling of complaints	2025/26	2025/26 (May)	2024/25	2023/24	2022/23
TSM 016		TP 09	Satisfaction with the landlord's approach to handling of complaints	17%	18%	14%	17%	19%
TSM 017		CH 01	Complaints relative to the size of the landlord (Stage 1)	138.9%	18.5	109.7	106.4	111.7
TSM 017		CH 01	Complaints relative to the size of the landlord (Stage 2)	31%	3.3	23.5	18.0	18.7
TSM 018		CH 02	Complaints responded to within Complaint Handling Code timescales	Not collected	63.9%	65%	52%	85.8%
5.	Our Ref	RSH Ref	Responsible neighbourhood management	2025/26	2025/26 (May)	2024/25	2023/24	2022/23
TSM 019		TP 10	Satisfaction that the landlord keeps communal areas clean and well-maintained	54%	63%	54%	56%	54%
TSM 020		TP 11	Satisfaction that the landlord makes a positive contribution to neighbourhoods	55%	44%	61%	60%	42%
TSM 021		TP 12	Satisfaction with the landlord's approach to handling anti-social behaviour	54%	38%	55%	55%	43%
TSM 022		NM 01	Anti-social behaviour cases relative to the size of the landlord	31.2%	4.3	65.4	75.9	105.3

Appendix - notes on additional new KPIs being introduced in 2026/27

- CO Alarm information captured via certificates on C365 compliance management system - KPI is being established by compliance team at earliest opportunity once all certification reviewed.
- Smoke Alarm information captured via certificates on C365 compliance management system - KPI is being established by compliance team at earliest opportunity once all certification reviewed.