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**City of Lincoln Tenant Satisfaction Measures (TSMs) 2023/24**

This document contains City of Lincoln Council’s Tenant Satisfaction Measures performance data. So our tenants know how our performance compares with other social housing landlords, we’ve included 2023/24 year-end benchmarking information.

This benchmarking information is provided by Housemark, and compares our performance to 221 other social housing landlords in England. The legend below explains what this benchmarking information means:

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Benchmarking (quartile) | |  |  |  |  | | --- | --- | --- | --- | |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | |  |  |  |  | | The council’s performance is in Quartile 1 (top 25%)  The council’s performance is in Quartile 2 (top 50%)  The council’s performance is in Quartile 3 (top 75%)  The council’s performance is in Quartile 4 (bottom 25%) |
|  | | |
| Benchmarking (median) | |  |  | | --- | --- | |  |  |  |  |  | | --- | --- | |  |  | | The council’s performance is above the median (top 50%)  The council’s performance is below the median (bottom 50%) |

**Part 1: Tenant Perception Measures Performance Data**

| **Q5e. Tenant perception measures** | | **Outturn** | **Benchmarking (Housemark TSM year-end, 2023/24)** |
| --- | --- | --- | --- |
| TP01 | Proportion of respondents who report that they are satisfied with the overall service from their landlord. | 71% | |  |  |  |  | | --- | --- | --- | --- | |  |  |  |  | |
| TP02 | Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service. | 75% | |  |  |  |  | | --- | --- | --- | --- | |  |  |  |  | |
| TP03 | Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair | 68% | |  |  |  |  | | --- | --- | --- | --- | |  |  |  |  | |
| TP04 | Proportion of respondents who report that they are satisfied that their home is well maintained. | 73% | |  |  |  |  | | --- | --- | --- | --- | |  |  |  |  | |
| TP05 | Proportion of respondents who report that they are satisfied that their home is safe. | 75% | |  |  |  |  | | --- | --- | --- | --- | |  |  |  |  | |
| TP06 | Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them. | 60% | |  |  |  |  | | --- | --- | --- | --- | |  |  |  |  | |
| TP07 | Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them. | 68% | |  |  |  |  | | --- | --- | --- | --- | |  |  |  |  | |
| TP08 | Proportion of respondents who report that they agree their landlord treats them fairly and with respect. | 77% | |  |  |  |  | | --- | --- | --- | --- | |  |  |  |  | |
| TP09 | Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord’s approach to complaints handling. | 37% | |  |  |  |  | | --- | --- | --- | --- | |  |  |  |  | |
| TP10 | Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained. | 75% | |  |  |  |  | | --- | --- | --- | --- | |  |  |  |  | |
| TP11 | Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood. | 69% | |  |  |  |  | | --- | --- | --- | --- | |  |  |  |  | |
| TP12 | Proportion of respondents who report that they are satisfied with their landlord’s approach to handling anti-social behaviour. | 53% | |  |  |  |  | | --- | --- | --- | --- | |  |  |  |  | |

**Part 2: Management Information Measures Performance Data**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Building safety** | | **Outturn** | **Benchmarking (Housemark TSM year-end, 2023/24)** | | **Social housing providers who are fully compliant** |
| BS01 | Proportion of homes for which all required gas safety checks have been carried out (%) | 99.71% | |  |  | | --- | --- | |  |  | | | 39.4% |
| BS02 | Proportion of homes for which all required fire risk assessments have been carried out (%) | 100.00% | |  |  | | --- | --- | |  |  | | | 72.7% |
| BS03 | Proportion of homes for which all required asbestos management surveys or inspections have been carried out (%) | 90.92% | |  |  | | --- | --- | |  |  | | | 65.3% |
| BS04 | Proportion of homes for which all legionella risk assessments have been carried out (%) | 100.00% | |  |  | | --- | --- | |  |  | | | 80% |
| BS05 | Proportion of homes for which all required communal passenger lift safety checks have been carried out (%) | 100.00% | |  |  | | --- | --- | |  |  | | | 80.8% |
| RP01 | Proportion of homes that do not meet the DHS (%) | 0.24% | |  |  | | --- | --- | |  |  | | | 25.6% |
| **ASB** | | | | **Outturn** | **Benchmarking (Housemark TSM year-end, 2023/24)** |
| NM01 (1) | Number of ASB cases opened, per 1000 homes | | | 38.15 | |  |  | | --- | --- | |  |  | |
| NM01 (2) | Number of ASB cases that involve hate incidents, per 1000 homes | | | 0.01 | |  |  | | --- | --- | |  |  | |
| **Repairs** | | | **Outturn** | **Benchmarking (Housemark TSM year-end, 2023/24)** | |
| RP02 (1) | Proportion of non-emergency responsive repairs completed within the landlord’s target timescale | | 94.66% | |  |  |  |  | | --- | --- | --- | --- | |  |  |  |  | | |
| RP02 (2) | Proportion of emergency responsive repairs completed within the landlord’s target timescale | | 99.77% | |  |  |  |  | | --- | --- | --- | --- | |  |  |  |  | | |
| **Complaints** | | | **Outturn** | **Benchmarking (Housemark TSM year-end, 2023/24)** | |
| CH01 (1) | Number of stage 1 complaints received per 1000 homes | | 45.72 | |  |  |  |  | | --- | --- | --- | --- | |  |  |  |  | | |
| CH01 (2) | Number of stage 2 complaints received per 1000 homes | | 5.39 | |  |  |  |  | | --- | --- | --- | --- | |  |  |  |  | | |
| CH02 (1) | Proportion of stage one complaints responded to within the Housing Ombudsman’s complaint handling code timescales (%) | | 38.67% | |  |  |  |  | | --- | --- | --- | --- | |  |  |  |  | | |
| CH02 (2) | Proportion of stage 2 complaints responded to within the Housing Ombudsman’s complaint handling code timescales (%) | | 55.56% | |  |  |  |  | | --- | --- | --- | --- | |  |  |  |  | | |