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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.

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

| **Tenant Perception Measures** | | **Outturn** |
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| 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**

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| **Building Safety** | | **Outturn** |
| BS01 | Proportion of homes for which all required gas safety checks have been carried out (%) | 99.71% |
| BS02 | Proportion of homes for which all required fire risk assessments have been carried out (%) | 100.00% |
| BS03 | Proportion of homes for which all required asbestos management surveys or inspections have been carried out (%) | 90.92% |
| BS04 | Proportion of homes for which all legionella risk assessments have been carried out (%) | 100.00% |
| BS05 | Proportion of homes for which all required communal passenger lift safety checks have been carried out (%) | 100.00% |
| RP01 | Proportion of homes that do not meet the DHS (%) | 0.24% |
| **ASB** | | **Outturn** |
| 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 | 0.1 |
| **Repairs** | | **Outturn** |
| 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** |
| 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% |