

Tenant Satisfaction Measures

2024/25

Derby Homes

Introduction

Since TSMs became part of the regulatory landscape in April 2024, the sector has been using standardised KPIs to try and understand the complex relationship between services and how they are perceived by tenants. Now in the second year of collection, TSM results are showing positive movement across the suite of measures, which is testament to the work landlords have put in over the last 12 months.

While the Regulator of Social Housing (RSH) is due to publish its own report for 2024/25 results in the autumn, we have been collecting TSM results since April to provide you with a first-look analysis. In total, 217 landlords took part in this exercise, managing around 2.6 million properties. Get in touch if you haven't received your copy.

This special edition of the report is exclusive to participating landlords and shows your results for 2024/25 and 2023/24 compared to national figures and a peer group of similar organisations. We have curated a peer group for you based on stock size, landlord type and location.

The report shows headline results for all 22 TSMs. We have provided results for low-cost rental accommodation tenants in all reports, alongside low-cost home ownership figures for landlords reporting this information.

All data collected uses the Regulator of Social Housing's TSM guidance, with definitions from its TSM Technical Guidance. If you have any questions about this report or other benchmarking opportunities, please do get in touch at data@housemark.co.uk.

Results Summary: 2024/25

Tenant Perceptions

Perceptions (LCRA)	England			Central LAs & ALMOs <15k			Your result	
	Quartile 3	Median	Quartile 1	Quartile 3	Median	Quartile 1	2024/25	2023/24
TPO1: Overall service from their landlord	65.0%	72.5%	79.0%	66.0%	71.1%	77.0%	85.0%	86.3%
TPO2: Overall repairs service	67.0%	73.5%	79.6%	70.1%	72.8%	77.9%	83.4%	82.9%
TPO3: Time taken to complete their most recent repair	63.2%	69.6%	76.3%	65.1%	68.3%	76.4%	78.6%	79.9%
TPO4: Home is well maintained	65.1%	72.0%	78.1%	64.8%	71.0%	77.1%	84.7%	84.5%
TPO5: Home is safe	71.9%	79.0%	83.6%	72.5%	77.3%	81.7%	86.2%	85.9%
TPO6: Landlord listens to tenant views and acts upon them	53.6%	62.3%	70.0%	52.0%	59.1%	67.2%	73.5%	74.9%
TPO7: Landlord keeps them informed about things that matter to them	66.0%	72.6%	78.8%	61.6%	68.5%	75.4%	83.6%	82.6%
TPO8: Landlord treats them fairly and with respect	72.9%	78.2%	84.1%	70.0%	77.0%	81.9%	91.2%	90.4%
TPO9: Landlord's approach to complaints handling	29.6%	35.0%	42.8%	29.7%	34.1%	37.8%	43.3%	51.2%
TP10: Landlord keeps communal areas clean and well maintained	62.1%	67.7%	73.3%	61.1%	65.8%	71.5%	79.4%	80.3%
TP11: Landlord makes a positive contribution to the neighbourhood	59.8%	65.8%	72.7%	56.7%	63.7%	71.4%	75.0%	77.3%
TP12: Landlord's approach to handling ASB	55.2%	60.3%	67.6%	54.3%	58.0%	64.4%	65.0%	70.0%

Percentage of landlords using each survey method	England	Peers	Your result
Telephone	92.5%	89.5%	96.7%
Internet	52.8%	65.8%	1.3%
Face to face	12.7%	2.6%	2.0%
Postal	21.7%	31.6%	0.0%
Other methods	3.8%	2.6%	0.0%

Results Summary: 2024/25

Management

	England		Central LAs & ALMOs <15k		Your result	
	Median	Fully compliant	Median	Fully compliant	2024/25	2023/24
Building safety						
BSO1: Proportion of homes for which all required gas safety checks have been carried out	99.97%	45.2%	99.97%	48.8%	99.80%	99.84%
BSO2: Proportion of homes for which all required fire risk assessments have been carried out	100.00%	76.3%	100.00%	86.8%	99.90%	99.87%
BSO3: Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out	100.00%	78.5%	100.00%	86.8%	100.00%	100.00%
BSO4: Proportion of homes for which all required legionella risk assessments have been carried out	100.00%	80.9%	100.00%	92.1%	100.00%	100.00%
BSO5: Proportion of homes for which all required communal passenger lift safety checks have been carried out	100.00%	75.9%	100.00%	94.4%	100.00%	100.00%
Responsive repairs						
RPO1: Proportion of homes that do not meet the Decent Homes Standard	0.52%	25.5%	1.74%	5.9%	0.70%	0.59%

Results Summary: 2024/25

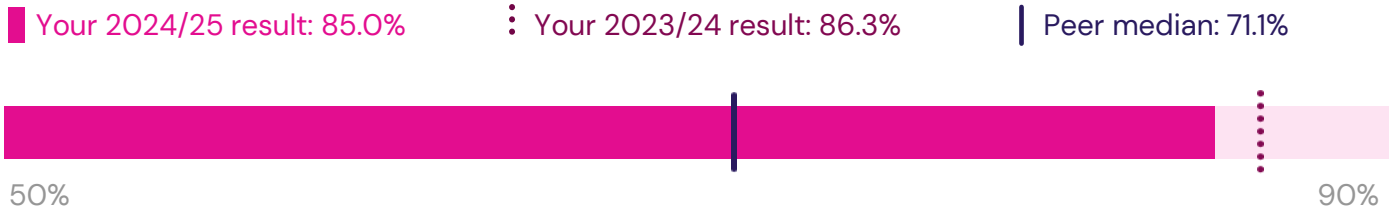
Management

	England			Central LAs & ALMOs <15k			Your result	
	Quartile 3	Median	Quartile 1	Quartile 3	Median	Quartile 1	2024/25	2023/24
Responsive repairs								
RPO1: Proportion of homes that do not meet the Decent Homes Standard	4.13%	0.52%	0.00%	5.83%	1.74%	0.50%	0.70%	0.59%
RPO2 (1): Non-emergency repairs completed within target timescale	74.9%	82.6%	89.2%	69.5%	84.8%	89.1%	85.9%	75.8%
RPO2 (2): Emergency repairs completed within target timescale	89.5%	95.7%	99.0%	91.4%	95.0%	99.1%	94.9%	96.4%
Neighbourhood management								
NMO1 (1): ASB cases, opened per 1,000 homes	56.5	35.2	22.2	69.8	43.4	25.6	80.9	70.8
NMO1 (1): ASB cases that involve hate incidents opened per 1,000 homes	1.30	0.70	0.30	1.30	0.50	0.18	1.80	1.50
Complaints (LCRA)								
CH01 (1): Number of stage 1 complaints received per 1,000 homes	72.1	55.2	37.7	58.1	46.3	37.1	51.8	39.1
CH01 (2): Number of stage 2 complaints received per 1,000 homes	13.9	8.8	5.3	10.5	7.7	4.1	10.4	4.8
CH02 (1): Stage 1 complaints responded to within the Handling Code timescales	71.6%	89.3%	96.6%	68.3%	85.9%	93.9%	97.8%	97.3%
CH02 (2): Stage 2 complaints responded to within the Handling Code timescales	69.6%	88.6%	98.7%	70.2%	85.0%	97.3%	100.0%	93.2%

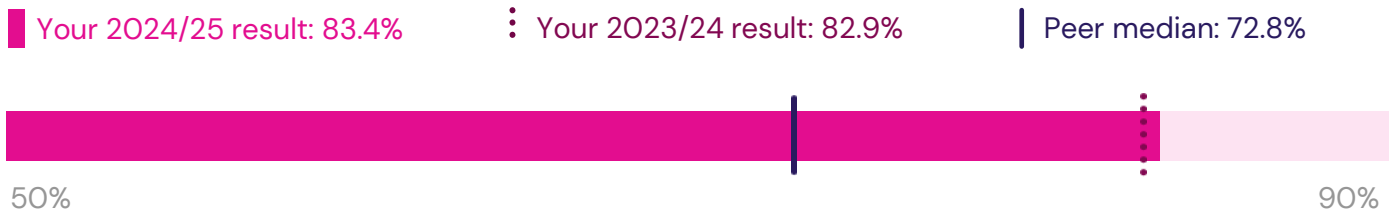
Detailed peer comparisons

Tenant perceptions (LCRA)

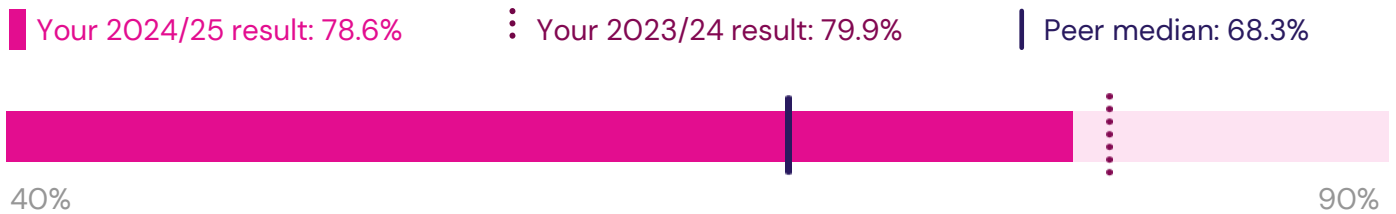
TPO1: Overall service from their landlord



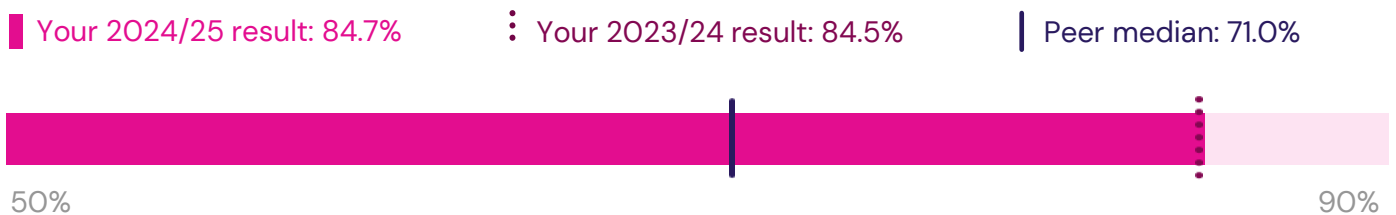
TPO2: Overall repairs service



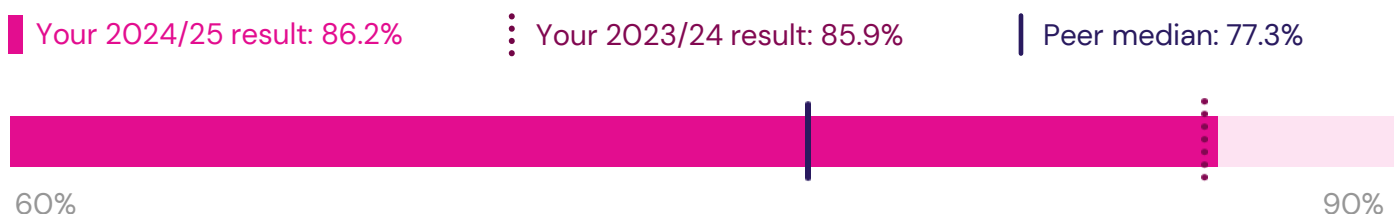
TPO3: Time taken to complete their most recent repair



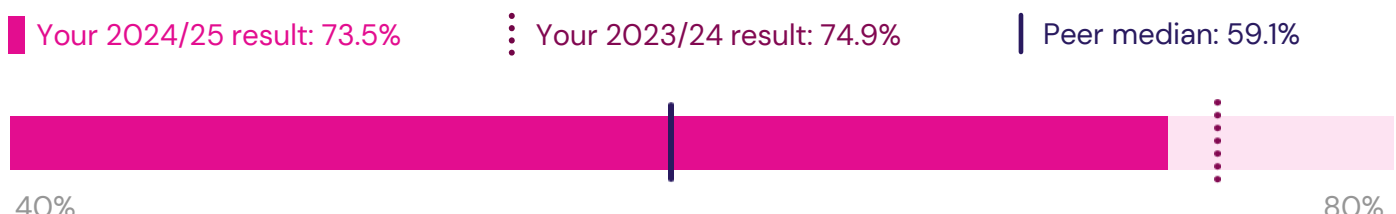
TPO4: Home is well maintained



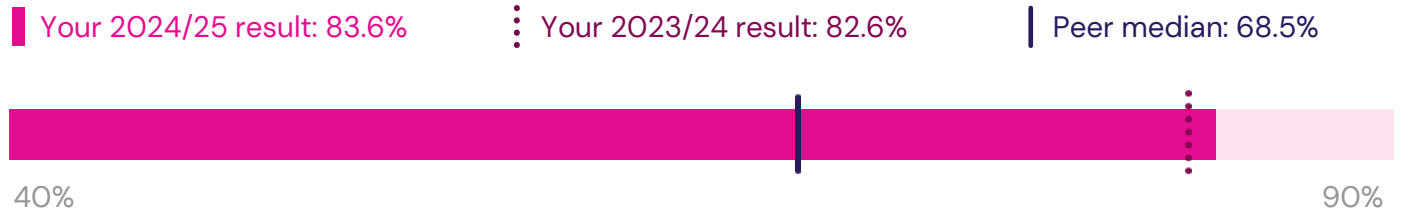
TPO5: Home is safe



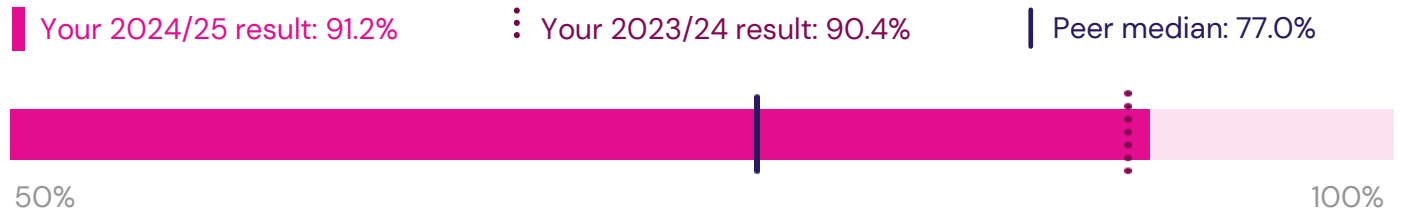
TPO6: Landlord listens to tenant views and acts upon them



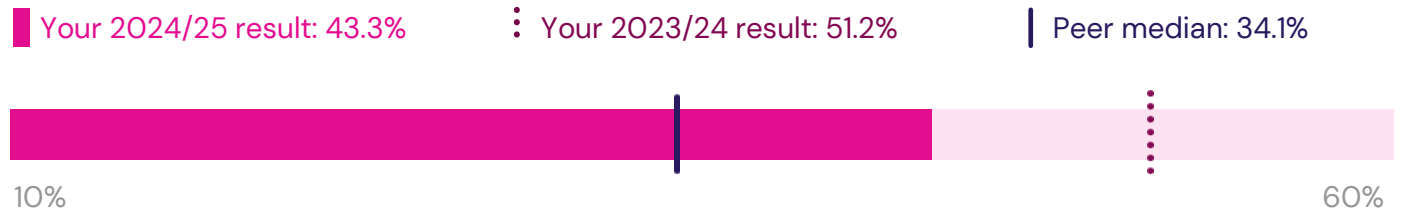
TPO7: Landlord keeps them informed about things that matter to them



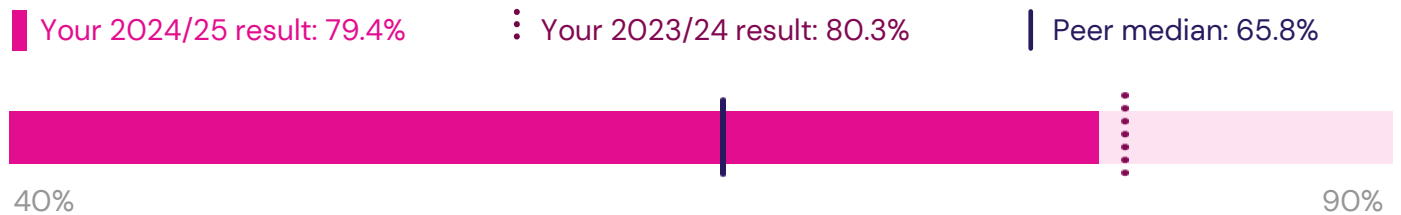
TPO8: Landlord treats them fairly and with respect



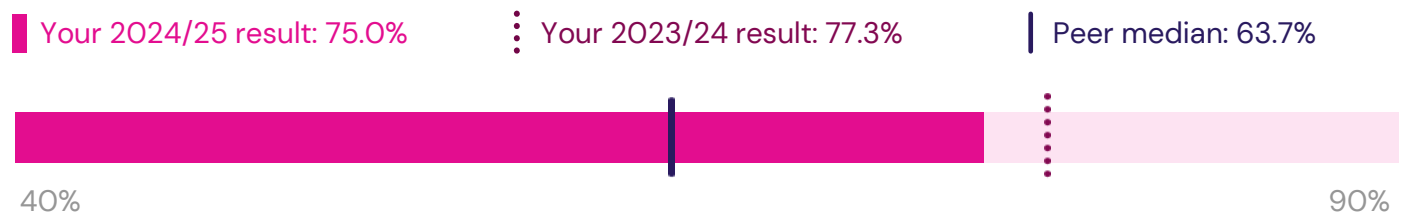
TPO9: Landlord's approach to complaints handling



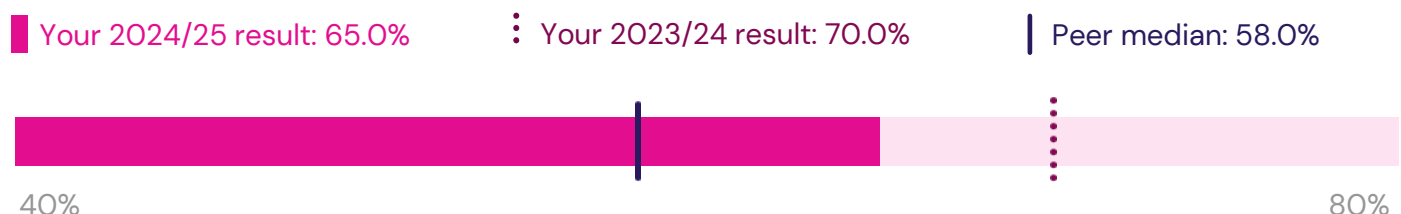
TP10: Landlord keeps communal areas clean and well maintained



TP11: Landlord makes a positive contribution to the neighbourhood



TP12: Landlord's approach to handling anti-social behaviour

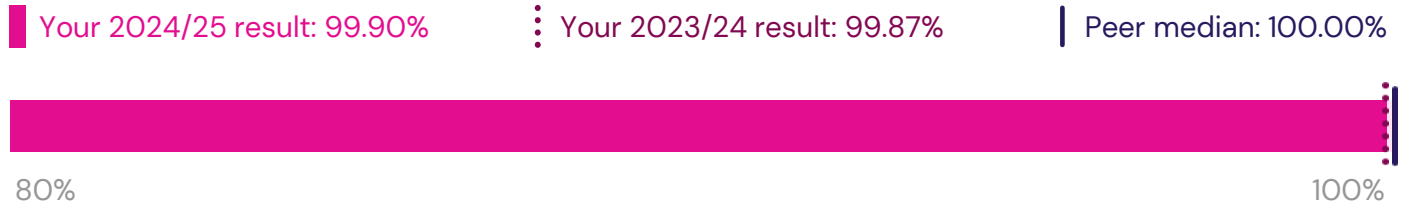


Building safety

BS01: Homes for which all required gas safety checks have been carried out



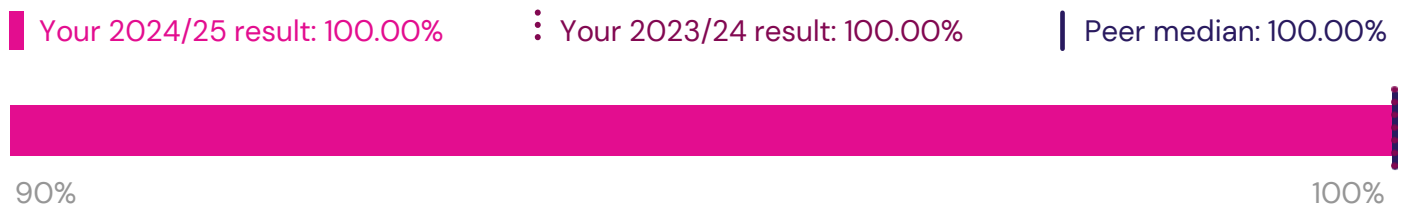
BS02: Homes for which all required fire risk assessments have been carried out



BS03: Homes for which all required asbestos management surveys or re-inspections have been carried out



BS04: Homes for which all required legionella risk assessments have been carried out



BS05: Homes for which all required communal passenger lift safety checks have been carried out



Responsive repairs

RPO1: Proportion of homes that do not meet the Decent Homes Standard

Your 2024/25 result: 0.70% Your 2023/24 result: 0.59% Peer median: 1.74%



RPO2 (1): Non-emergency responsive repairs completed within target timescale

Your 2024/25 result: 85.9% Your 2023/24 result: 75.8% Peer median: 84.8%



RPO2 (2): Emergency repairs completed within target timescale

Your 2024/25 result: 94.9% Your 2023/24 result: 96.4% Peer median: 95.0%



Neighbourhood management

NM01: Number of ASB cases, opened per 1,000 homes

Your 2024/25 result: 80.9 Your 2023/24 result: 70.8 Peer median: 43.4



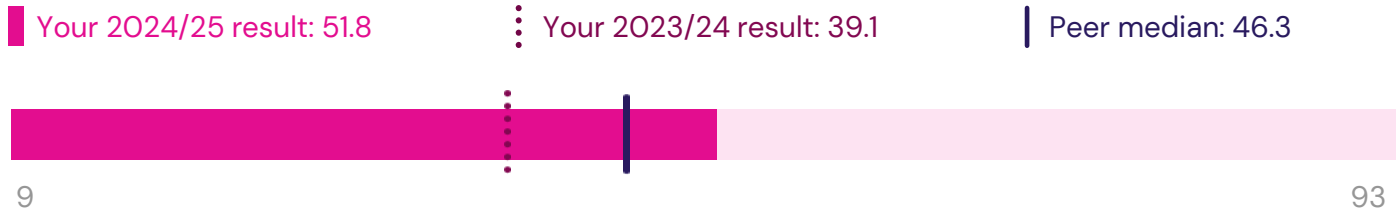
NM02: Number of ASB cases that involve hate incidents opened per 1,000 homes

Your 2024/25 result: 1.80 Your 2023/24 result: 1.50 Peer median: 0.50

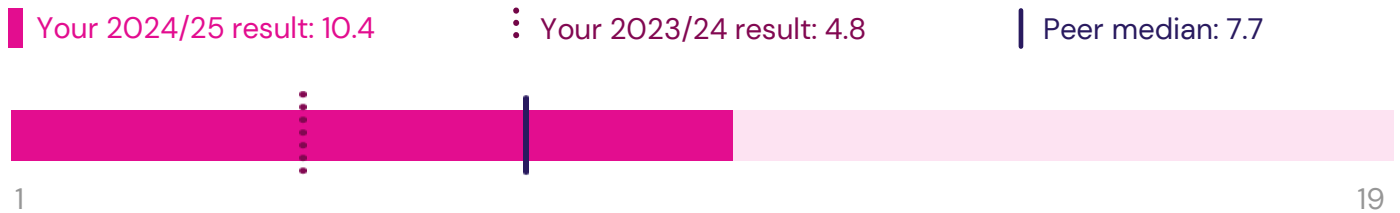


Complaints (LCRA)

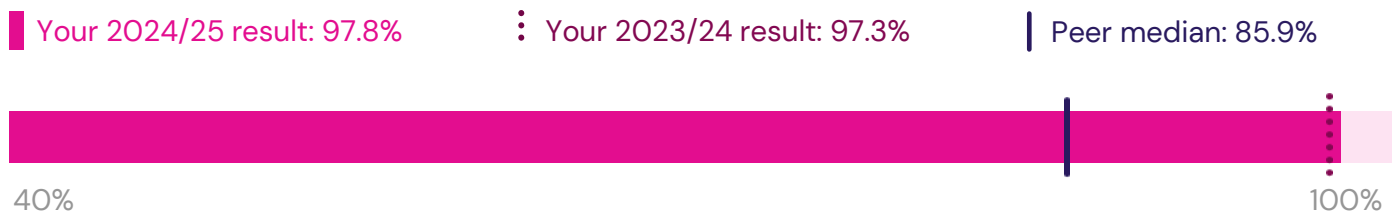
CH01 (1): Number of stage one complaints received per 1,000 homes



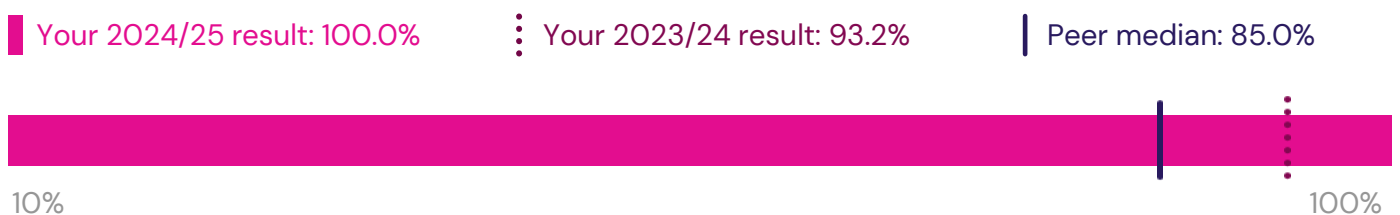
CH01 (2): Number of stage two complaints received per 1,000 homes



CH02 (1): Stage one complaints responded to within the Housing Ombudsman’s Complaint Handling Code timescales



CH02 (2): Stage two complaints responded to within the Housing Ombudsman’s Complaint Handling Code timescales



Technical note

Housemark collected data from over 200 landlords choosing to submit TSM results for the period April 2024 to March 2025. The data collection was based on the Regulator of Social Housing's definitions set out in the TSM Technical Guidance document.

Data collection included headline results for all 26 TSMs with a small number of contextual fields. Tenant perception survey satisfaction results are based on responses from low cost rental accommodation, unless specified otherwise. Housemark has conducted a thorough data validation and quality assurance check on this data.

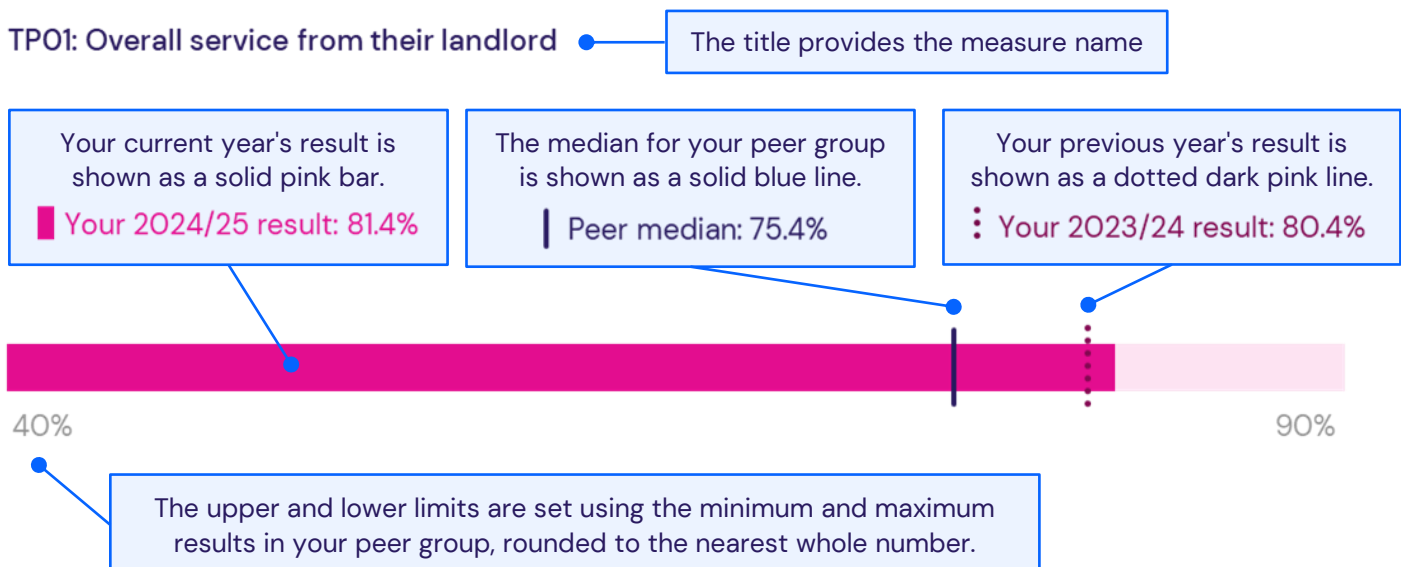
Peer groups

This summary compares your organisation against a broad peer group. The peer group was assigned to your organisation with two key criteria in mind that:

- 1 The profile and characteristics of the organisations in the group are similar and likely to show different results to other peers
- 2 The peer groups are small enough to be specific whilst ensuring there are enough peers to generate robust quartile results.

Detailed comparison charts

As well as a summary table of your results, we have also provided detailed comparison charts which show your performance against the previous year and your peer group's median result. If the solid pink bar is larger than the two lines this means that your 2024/25 result is larger than the peer median and your result from the previous year.



Quartiles

Quartile results for the sector and your broad peer group are presented in this report to indicate how your organisation compares to the other participants. These have been calculated using polarity with quartile one representing the best performance. Results are only calculated if six or more organisations have submitted data for that particular measure.