Tenant Satisfaction Measures (TSM's) for Derby City Council & Derby Homes Stock – 2024/25 (Indicative results)

TSM	Description	Housemark benchmarking			Regulator of Social Housing results		Derby Homes results	
		Lower quartile	Median	Upper quartile	Landlord median	Upper quartile	Q4 Year End 23/24	Q4 Year End 24/25
TP01	Satisfaction with overall service.	63%	69.4%	78%	71.3%	78.4%	86.3% 1562/1810	**85%** 1536/1807
TP02	Satisfaction with the overall repairs service.	64.5%	70.4%	78.7%	72.3%	78.7%	82.9% 1166/1407	**83.4%** 1174/1407
TP03	Satisfaction with the time taken for their most recent repair.	59%	66.4%	75.5%	67.4%	75.3%	79.9% 1123/1405	**78.6%** 1105/1406
TP04	Satisfied that their home is well maintained.	63.3%	69.4%	77.8%	70.8%	77.6%	84.5% 1531/1811	**84.7%** 1523/1799
TP05	Satisfied that their home is safe.	70%	76.1%	82.2%	76.7%	82.5%	85.9% 1544/1797	**86.2%** 1542/1788
TP06	Satisfied that landlord listens to tenant views and acts upon them.	51.3%	58.9%	67.3%	60.4%	67.9%	74.9% 1207/1611	**73.4%** 1214/1652
TP07	Satisfied that landlord keeps them informed.	62.7%	69.5%	76.7%	70.3%	75.9%	82.6% 1385/1676	**83.4%** 1417/1694
TP08	Agree their landlord treats them fairly and with respect.	70%	76.3%	83.3%	76.8%	82.8%	90.4% 1603/1774	**91.2%** 1626/1783
TP09	Satisfied with landlord's approach to complaints handling.	26%	33.8%	40%	34.5%	41.1%	51.2% 109/213	**43.3%** 97/224
TP10	Satisfied with communal areas clean & well maintained.	58.7%	65.5%	72.3%	65.1%	71.7%	80.3% 493/614	**79.4%** 579/729
TP11	Satisfied with positive contribution to the neighbourhood.	56%	62.5%	71.2%	63.1%	70.4%	77.3% 1165/1507	**75%** 1137/1517
TP12	Satisfied with landlord's approach to handling anti-social behaviour.	51%	57%	63.6%	57.8%	64.8%	70% 852/1218	**65%** 724/1113

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TSM	Description	Housemark benchmarking			Regulator of Social Housing results		Derby Homes results	
		Lower quartile	Median	Upper quartile	Landlord median	Upper quartile	Q4 Year End 23/24	Q4 Year End 24/25
NM01 (1)	Number of anti-social behaviour cases, per 1,000 homes.	22.5	38.6	61	35.5	56.5	72 895/12429	**81** 1012/12517
NM01 (2)	Anti-social behaviour cases that (hate incidents) opened per 1,000 homes.	0.3	0.7	1.3	0.6	1.2	2 19/12429	**2** 22/12517
RP01	Homes that do not meet the Decent Homes Standard.	2.8%	0.31%	0.01%	0.50%	0.02%	0.6% 73 / 12366	**0.7%** 89/12457
RP02 (1)	**Non-emergency** responsive repairs completed within timescale.	72.4%	81.5%	88.5%	81.3%	89.2%	75.5% 23169 /30674	**85.9%** 27235/31716
RP02 (2)	**Emergency** responsive repairs completed within timescale.	87.7%	94.8%	98.5%	95.3%	98.7%	96.2% 12399/ 12890	**95%** 12456/13119
CH01 (1)	**Stage one** complaints received per 1,000 homes.	24.9	39.7	72.4	42.5	65.1	39 484 / 12367	**52** 645/12457
CH01 (2)	Number of **stage two** complaints received per 1,000 homes.	3	5.3	10.1	5.7	9.9	5 59 / 12367	**10** 130/12457
CH02 (1)	Proportion of **stage one** complaints responded to within timescales.	63.6%	85%	95%	82.3%	92.9%	97.4% 471/484	*92.7% 598/645 *Temporary figure as of 4 April. 27 outstanding complaints. **96.9%** if 27 remaining are on time
CH02 (2)	Proportion of **stage two** complaints responded to within timescales.	63.1%	83.3%	98.6%	83.6%	97.8%	93.6% 55/59	*88.5% 115/130 *Temporary figure as of 4 April. 12 outstanding complaints **97.7%** if 12 remaining are on time.

Tenant Satisfaction Measures (TSM's) for Derby City Council & Derby Homes Stock – 2024/25 (Indicative results)

TSM	Housemark Median	% Landlords fully compliant (Housemark)	Regulator of Social Housing Median	Derby Homes Q4 Year End 23/24	Derby Homes Q4 Year End 24/25
BS01 Completed gas safety checks	99.7%	39.4%	99.9%	99.84% 12282/ 12302	**99.8%** 12402/12422
BS02 Completed required fire risk assessments	100%	72.7%	100.0%	99.9% 1590 / 1592	**99.9%** 1583/1584
BS03 Completed required asbestos management surveys	100%	65.3%	100.0%	100% 1433/1433	**100%** 1437/1437
BS04 Completed required legionella risk assessments.	100%	80%	100.0%	100% 359/359	**100%** 377/377
BS05 Completed required communal passenger lift safety checks	100%	80.8%	100.0%	100% 299/299	**100%** 299/299

Contextual measures required as part of the TSM submission.

Contextual repairs figures	Derby Homes Q4 Year End 23/24	Derby Homes Q4 Year End 24/25
Number of responsive repairs raised during the reporting year.	52,955	53,450
Number of responsive repairs closed or reclassified during the reporting year for any reason apart from completion.	9,163	10,594
Number of responsive repairs completed during the reporting year.	43,964	44,835
Number of outstanding responsive repairs that had not been completed ('work-in-progress') at year end.	5,702	4,991
Contextual complaints figures		
Number of stage one complaints in the reporting year responded to within Complaint Handling Code timescales.		
CH01	Derby Homes Q4 Year End 23/24	Derby Homes Q4 Year End 24/25
Q2a **without** the use of the permitted 10-day extension for complex complaints.	This was not mandatory during 23/24	Still to be calculated

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Q2b **with** the use of the permitted 10-day extension for complex complaints.	This was not mandatory during 23/24	Still to be calculated
Number of stage two complaints in the reporting year responded to within Complaint Handling Code timescales		
CH02	Derby Homes Q4 Year End 23/24	Derby Homes Q4 Year End 24/25
Q4a **without** the use of the permitted 20-day extension for complex complaints.	This was not mandatory during 23/24	Still to be calculated
Q4b **with** the use of the permitted 20-day extension for complex complaints.	This was not mandatory during 23/24	Still to be calculated