

## Section 2 - Published TSMs

The TSMs reported in this table should match your published performance against the tenant satisfaction measures.

You must complete the table below, filling in the correct columns based on the relevant social housing stock basis for which you have published your TSMs.

### Q1 Publication information

Q1a Have you published your performance against the TSMs?

### Q2 If you have published your performance against the TSMs

Q2a Please confirm the date on which you published your performance against the TSMs

Q2b Did you publish your performance against the TSMs online?

If yes, please provide the permanent URL you have used to publish your TSM results.

Q2bi This could be the performance information or TSM section of your website rather than a direct link to the results.

Q2c If you have not published your performance against the TSMs online, please briefly outline your approach to publication.

Q2ci If you have not published your performance against the TSMs online, please upload a copy of your publication as a supporting document. Please confirm that you have done so here.

### Q3 If you have NOT yet published your performance against the TSMs

Q3a Please confirm the date on which you **INTEND** to publish your performance against the TSMs

Q3b Do you intend to publish your performance against the TSMs online?

If yes, please provide the permanent URL you intend to use to publish your TSM results (if available).

Q3bi This could be the performance information or TSM section of your website rather than a direct link to the results.

Q3bii Please upload any documents you have to support your online publication approach, such as a final draft of your planned online publication as a supporting document. Please confirm that you have done so here.

Q3c If you do not intend to publish your performance against the TSMs online, please briefly outline your intended approach to publication.

Q3ci If you do not intend to publish your performance online, please upload any documents you have to support your publication approach, such as a final draft of your planned publication as a supporting document. Please confirm that you have done so here.

### Q4a Building safety

Note: All proportions should be reported to one decimal place (with 99.5% recorded as 99.5 and not 0.995)

	LCRA	LCHO	Combined
BS01			99.9
BS02			100.0
BS03			99.9
BS04			100.0
BS05			100.0

### Q4b Anti-social behaviour

	LCRA	LCHO	Combined
NM01 (1)			10.7
NM01 (2)			0.0

### Q4c DHS and repairs

Note: All proportions should be reported to one decimal place (with 99.5% recorded as 99.5 and not 0.995)

	LCRA	LCHO	Combined
RP01	5.1		
RP02 (1)	89.9		
RP02 (2)	98.9		

### Q4d Complaints

Note: All proportions should be reported to one decimal place (with 99.5% recorded as 99.5 and not 0.995)

		LCRA	LCHO	Combined
CH01 (1)	Number of stage one complaints received per 1,000 homes.	52.2		
CH01 (2)	Number of stage two complaints received per 1,000 homes.	8.4		
CH02 (1)	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	60.2		
CH02 (2)	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	59.9		

#### Q4e Tenant perception measures

Note: All proportions should be reported to one decimal place (with 99.5% recorded as 99.5 and not 0.995)

		LCRA	LCHO	Combined
TP01	Proportion of respondents who report that they are satisfied with the overall service from their landlord.	60.5		
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.	59.0		
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.	58.8		
TP04	Proportion of respondents who report that they are satisfied that their home is well maintained.	57.6		
TP05	Proportion of respondents who report that they are satisfied that their home is safe.	64.6		
TP06	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	41.0		
TP07	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	54.1		
TP08	Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	63.3		
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.	22.8		
TP10	Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	47.8		
TP11	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	48.4		
TP12	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	43.3		

For TP02 to TP04 - please ensure that proportions reported relate only to responses from tenants in LCRA stock as per the guidance.