

Tenant Satisfaction Measures – Unity Housing Association 2023 - 2024

TSM Perception Measures	Source	Unity Housing
TP01: Proportion of respondents who report that they are satisfied with the overall service from their landlord	LCRA	74.5%
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	LCRA	67.9%
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	LCRA	70.5%
TP04: Proportion of respondents who report that they are satisfied that their home is well maintained	LCRA	74.5%
TP05: Proportion of respondents who report that they are satisfied that their home is safe	LCRA	84.3%
TP06: Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them	LCRA	69.4%
TP07: Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them	LCRA	82.9%
TP08: Proportion of respondents who report that they agree their landlord treats them fairly and with respect	LCRA	84.5%
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	LCRA	44.1%
TP10: Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained	LCRA	79.7%
TP11: Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood	LCRA	72.9%
TP12: Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour	LCRA	74.2%

TSM - Complaints	Source	Unity Housing
CH01(1): Number of stage one complaints received per 1,000 homes	LCRA	24.2
CH01(2): Number of stage two complaints received per 1,000 homes	LCRA	4.5
CH02(1): Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	LCRA	93.8%
CH02(2): Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	LCRA	83.3%

TSM – Anti Social Behaviour	Source	Unity Housing
NM01: Anti-social behaviour cases relative to the size of the landlord	LCRA and LCHO	17.4
NM01: Anti-social behaviour cases that involve hate incidents	LCRA and LCHO	0.7

TSM – Decent Homes	Source	Unity Housing
RP01: Proportion of homes that do not meet the Decent Homes Standard	LCRA	0.53%

TSM – Repairs	Source	Unity Housing
RP02(1): Proportion of non-emergency responsive repairs completed within the landlord's target timescale	LCRA	74.9%
RP02(2): Proportion of emergency responsive repairs completed within the landlord's target timescale	LCRA	92.0%

TSM - Safety	Source	Unity Housing
BS01: Proportion of homes for which all required gas safety checks have been carried out	LCRA and LCHO	100.0%
BS02: Proportion of homes for which all required fire risk assessments have been carried out	LCRA and LCHO	100.0%
BS03: Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out	LCRA and LCHO	100.0%
BS04: Proportion of homes for which all required legionella risk assessments have been carried out	LCRA and LCHO	100.0%
BS05: Proportion of homes for which all required communal passenger lift safety checks have been carried out	LCRA and LCHO	100.0%