



Appendix A

City of Lincoln Tenant Satisfaction Measures (TSMs) 2023/24

This document contains City of Lincoln Council's Tenant Satisfaction Measures performance data. So our tenants know how our performance compares with other social housing landlords, we've included 2023/24 year-end benchmarking information.

This benchmarking information is provided by Housemark, and compares our performance to 221 other social housing landlords in England. The legend below explains what this benchmarking information means:

Benchmarking (quartile)		The council's performance is in Quartile 1 (top 25%)
		The council's performance is in Quartile 2 (top 50%)
		The council's performance is in Quartile 3 (top 75%)
		The council's performance is in Quartile 4 (bottom 25%)
Benchmarking (median)		The council's performance is above the median (top 50%)
		The council's performance is below the median (bottom 50%)

Part 1: Tenant Perception Measures Performance Data

Q5e. Tenant perception measures		Outturn	Benchmarking (Housemark TSM year-end, 2023/24)
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

Building safety		Outturn	Benchmarking (Housemark TSM year-end, 2023/24)	Social housing providers who are fully compliant
BS01	Proportion of homes for which all required gas safety checks have been carried out (%)	99.71%		39.4%
BS02	Proportion of homes for which all required fire risk assessments have been carried out (%)	100.00%		72.7%
BS03	Proportion of homes for which all required asbestos management surveys or inspections have been carried out (%)	90.92%		65.3%
BS04	Proportion of homes for which all legionella risk assessments have been carried out (%)	100.00%		80%
BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out (%)	100.00%		80.8%
RP01	Proportion of homes that do not meet the DHS (%)	0.24%		25.6%
ASB			Outturn	Benchmarking (Housemark TSM year-end, 2023/24)
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	0.01		
Repairs		Outturn	Benchmarking (Housemark TSM year-end, 2023/24)	
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	Benchmarking (Housemark TSM year-end, 2023/24)
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%	