



Alliance Homes TSM results for LCRA and LCHO 2023/2024

Tenant Satisfaction Measures results 2023/2024

Tenant Satisfaction Measures or TSMs were introduced in April 2023 to ensure housing associations provide high quality services.

The publication of TSMs provides our customers with improved levels of transparency regarding our performance over the past year as well improving the way Alliance's performance against consumer standards is presented.

The following tables show the results for 2023/2024. Measures with the reference TP were gathered from customers using tenant perception surveys. The measures with the references BS, RP, NM and CH were gathered from our management information.

Data was gathered in respect of Low Cost Rental Accommodation (LCRA) and Low Cost Home Ownership (LCHO). Both figures have been shown below though where necessary we have reported the combined number.

Tenant perception survey results

Ref	Measure	LCRA	LCHO
TP01	Proportion of respondents who report that they are satisfied with the overall service from their landlord.	67.8%	56.3%
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.	72.9%	Not applicable
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.	62.1%	Not applicable
TP04	Proportion of respondents who report that they are satisfied that their home is well maintained.	68.2%	Not applicable
TP05	Proportion of respondents who report that they are satisfied that their home is safe.	71.6%	73%
TP06	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	59.9%	41.7%

TP07	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	64.0%	62.7%
TP08	Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	74.8%	69%
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.	33.0%	28.6%
TP10	Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	61.8%	63.9%
TP11	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	56.7%	35.8%
TP12	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	54.5%	37.1%

Management information results

Building safety

Ref	Measure	Combined
BS01	Proportion of homes for which all required gas safety checks have been carried out.	99.9%
BS02	Proportion of homes for which all required fire risk assessments have been carried out.	96.6%
BS03	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	95.3%
BS04	Proportion of homes for which all required legionella risk assessments have been carried out.	94.1%

BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out.	100%
------	---	------

Anti-social behaviour

Ref	Measure	Combined
NM01 (1)	Number of anti-social behaviour cases, opened per 1,000 homes.	95.9
NM01 (2)	Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes.	2.0

Decent Homes Standard and repairs

Ref	Measure	LCRA
RP01	Proportion of homes that do not meet the Decent Homes Standard.	0.5
RP02 (1)	Proportion of non-emergency responsive repairs completed within the landlord's target timescale.	42.2
RP02 (2)	Proportion of emergency responsive repairs completed within the landlord's target timescale.	82.2

Complaints

Ref	Measure	LCRA
CH01 (1)	Number of stage one complaints received per 1,000 homes	95.9
CH01 (2)	Number of stage two complaints received per 1,000 homes.	9.9
CH02 (1)	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	39.7%
CH02 (2)	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	38.8%