

## Tenant Satisfaction Measures – Management Information

You may remember that in our annual review for the year ending 30 September 2023 which we circulated to all residents with the winter edition of Sandbourne News we mentioned that we would publish our Management Information in Spring 2024.

The Management Information is the other part of the Tenant Satisfaction Measures (TSMs) that the Regulator of Social Housing (RSH) requires registered housing associations and local authorities to collect and publish every year.

As with the perception element of the TSM's that we circulated to you before Christmas the RSH has issued very specific guidance to all housing providers, regardless of their size and structure as to how they should collect their Management Information. This is so that when all the providers have collected, published, and where required submitted the information, both the RSH and residents will be able to see how organisations are performing relative to each other.

All the information provided below is for the period 1 October 2022 – 30 September 2023. Please note that for several of the questions the RSH has required landlords to apply a multiplier of 1000 (shown in blue). This is intended to aid comparison when all results are published and projects what the outcome would be if the landlord had 1000 homes. Sandbourne has just 426 that meet the criteria to be included within the Management Information.

### CH01 – Complaints relative to the size of the landlord

#### Stage 1 Complaints

Number of stage 1 complaints made by tenants in the relevant stock type during the reporting year	13	
Divided by		
Number of dwelling units owned of the relevant stock type at the end of the reporting year	426	
X1000		30.51

#### Stage 2 Complaints

Number of stage 1 complaints made by tenants in the relevant stock type during the reporting year	2	
Divided by		
Number of dwelling units owned of the relevant stock type at the end of the reporting year	426	
X1000		4.69

Note: Sandbourne has a 3 stage Complaints Policy. For reporting purposes complaints considered at stage2 and 3 have been combined.

**CHO2 – Complaints responded to within the Housing Ombudsman’s complaints handling timescales.**

**Stage 1 complaints response time.**

Number of stage 1 complaints made by tenants for the reporting year for the relevant stock type, that were responded to within the Housing Ombudsman’s complaints handling code timescale.	<b>9</b>	
Divided by		
Number of stage 1 complaints made by made by tenants in the relevant stock type during the reporting year	<b>13</b>	
X100	<b>69%</b>	

**Stage 2 complaints response time.**

Number of stage 2 complaints made by tenants for the reporting year for the relevant stock type, that were responded to within the Housing Ombudsman’s complaints handling code timescale.	<b>1</b>	
Divided by		
Number of stage 2 complaints made by made by tenants in the relevant stock type during the reporting year	<b>2</b>	
X100	<b>50%</b>	

**NM01 – Anti-social behaviour cases relative to the size of the landlord.**

Total number of anti- social behaviour cases opened by or on behalf of the provider during the year (including any ASB cases that involve hate incidents).	<b>9</b>	
Divided by		
Number of dwelling units owned of the relevant social housing stock at year end (to 30 September 2023)	<b>426</b>	
X 1000		<b>21</b>
Number of anti- social behaviour cases (as reported above) that involve hate incidents opened by or on behalf of the provider during the reporting year.	<b>0</b>	
Divided by		
Number of dwelling units owned of the relevant housing stock at year end (to 30 September 2023)	<b>426</b>	
X 1000		<b>0</b>

**RP01 – Homes that do not meet The Decent Homes Standard to year end.**

Number of dwellings owned to which the Decent Homes Standard applies which failed the Decent Homes Standard at year end.	<b>0</b>	
Divided by		
Number of units to the Decent Homes Standard applies at year end	<b>426</b>	
X 100	<b>100%</b>	

**RP02 – Proportion of non-emergency and emergency responsive repairs completed within the landlord's target timescale during the reporting year.**

**Non - emergency repairs.**

Number of non-emergency responsive repairs completed within the providers target timescale during the reporting year	<b>1567</b>	
Divided by		
Number of non-emergency responsive repairs completed during the year.	<b>1683</b>	
X 100	<b>93%</b>	

**Emergency repairs**

Number of emergency responsive repairs completed within the providers target timescale during the reporting year	<b>144</b>	
Divided by		
Number of non-emergency responsive repairs completed during the year.	<b>152</b>	
X 100	<b>95%</b>	

**BS01 – Proportion of homes for which all required gas safety checks have been carried out.**

Number of dwelling units owned for which all required gas safety checks were carried out and recorded at the end of the year.	<b>100</b>	
Divided by		
Number of dwelling units for which gas safety checks were required to have been carried out as at year end.	<b>100</b>	
X 100	<b>100%</b>	

**BS02 -Proportion of homes for which all required fire risk assessments have been carried out.**

Number of dwelling units owned within properties that required an FRA for which all required FRA's were carried out and recorded at year end	<b>378</b>	
Divided by		
Number of dwelling units owned within properties for which an FRA was required to be carried out at year end.	<b>378</b>	
X 100	<b>100%</b>	

**BS03 – Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.**

Number of dwelling units owned within properties that required an asbestos management survey or re-inspection for which all required asbestos management surveys or inspections were carried out and recorded at year end.	<b>59</b>	
Divided by		
Number of dwelling units owned within properties for which an asbestos management survey or re-inspection was required to have been carried out as at year end	<b>67</b>	
X 100	<b>88%</b>	

**BS04 – Proportion of homes for which all required legionella risk assessments have been carried out.**

Number of dwelling units owned within properties that required a legionella risk assessment (LRA) for which all required LRA's were carried out and recorded at year end.	<b>176</b>	
Divided by		
Number of dwelling units owned within properties for which a LRA was required have been carried out as at year end.	<b>194</b>	
X 100	<b>91%</b>	

**BS05 – Proportion of homes for which all required communal passenger lift safety checks have been carried out.**

Number of dwelling units owned within properties with communal lifts for which all lifting Operations and Lifting Equipment Regulations (LOLER) inspection reports were carried out and recorded at the year end	<b>209</b>	
Divided by		
Number of dwelling units owned within properties with communal passenger lifts at year end	<b>221</b>	
X 100	<b>95%</b>	

We hope that this information is of interest to you. Should you have any questions or queries, please do not hesitate to contact us in the usual way.

For future reference the RSH now requires all registered landlords to collect and publish this Management Information annually. We are currently collecting the data for the period 1 October 2023 – 30 September 2024, and aim to publish this with the next winter edition of Sandbourne News.