

Stockport Homes Corporate and Tenant Satisfaction Measures

TSM / Corporate measure	Directorate	Performance Measure	2022-23 Outturn	Target 23-24	Tolerance 23-24	Apr-23	May-23	Jun-23	Jul-23	23-24 YTD	Against Target (Monthly)
Corporate	Operations	% of properties and communal areas with a satisfactory electrical installation certificate	100%	100%	100%	100%	100%	100%	99.99%	N/A	
TSM	Operations	% of homes for which all required gas safety checks have been carried out	100%	100%	100%	100%	100%	100%	100%	N/A	
TSM	Operations	% of homes for which all required Fire Risk Assessments have been carried out	100%	100%	100%	100%	100%	100%	100%	N/A	
TSM	Operations	% of homes for which all required asbestos management surveys or re-inspections have been carried out	100%	100%	100%	100%	100%	100%	100%	N/A	
TSM	Operations	% of homes for which all required legionella risk assessments have been carried out	100%	100%	100%	100%	100%	100%	100%	N/A	
TSM	Operations	% of homes for which all communal passenger lift safety checks have been carried out	100%	100%	100%	100%	100%	97.05%	100%	N/A	
Corporate	Operations	% of fire safety follow on actions completed within timescale per Fire Risk Assessment	99.48%	100%	99.5%	99.41%	99.57%	99.57%	99.59%	N/A	
Corporate	Operations	% of ASB complainants satisfied with the outcome of their case (transactional)	96.61%	98%	95%	95.24%	91.14%	90.63%	91.04%	N/A	
Corporate	Operations	% satisfaction with repair (transactional)	99.18%	98%	95%	100%	100%	99.16%	99.18%	N/A	
Corporate	Operations	% repairs completed at first visit	98.53%	95%	92%	97.34%	97.98%	98.35%	98.70%	N/A	
Corporate	Operations	Average time taken to re-let empty dwellings (all re-lets)	16.4 days	11 days	13.5 days	6.76 days	10.3 days	10.5 Days	10.3 Days	N/A	
Corporate	Operations	% of estate inspections rated at least 'good'	98.90%	98%	95%	99.72%	98.78%	98.19%	98.60%	N/A	
TSM	Operations	Number of anti-social behaviour cases (including hate incidents) opened per 1000 homes	N/A	N/A	N/A	16.26	28.97	41.84	53.24	63.51	No target
TSM	Operations	Number of anti-social behaviour cases that involve hate incidents opened per 1000 homes	N/A	N/A	N/A	0.08	0.44	0.60	0.78	0.783	No target
TSM	Operations	Proportion of homes that do not meet the Decent Homes Standard	N/A	0%	0%	0%	0%	0%	0%	0%	
TSM	Operations	Proportion of emergency responsive repairs completed within the landlord's target timescale	99.9%	99.80%	98.00%	100%	100%	100%	100%	N/A	
TSM	Operations	Proportion of non-emergency responsive repairs completed within the landlord's target timescale	78.67%	N/A	N/A	75.27%	82.80%	76.79%	75.07%	N/A	No target
TSM	Skylight / Customer Services	Number of stage one complaints received per 1000 homes	28.57	N/A	N/A	1.56	3.13	3.74	5.30	N/A	No target
TSM	Skylight / Customer Services	Number of stage two complaints received per 1000 homes	1.34	N/A	N/A	0.08	0.17	0.34	0.52	N/A	No target
TSM	Skylight / Customer Services	Proportion of stage one complaints responded to within the HoS complaint handling code timescales	98%	100%	98%	100%	100%	100%	100%	N/A	
TSM	Skylight / Customer Services	Proportion of stage two complaints responded to within the HoS complaint handling code timescales	93%	100%	98%	100%	N/A	100%	100%	N/A	
Corporate	Resources	Rent collected as a percentage of rent due	100.48%	100.67%	99.24% - 100.58%	121%	101.67%	Due to switchover of systems, a reconciliation needs to take place between the two systems.	100.79%	N/A	
Corporate	Resources	Rent arrears as a percentage of rental debit	1.95%	1.79%	1.87%-2.48%	1.82%	2.11%	2.19%	2.06%	N/A	
Corporate	Resources	Average days lost due to sickness per employee	5.2 days	Overall 5.21 days	Overall 6.44 days	0.24	0.46	0.89	1.32	1.32	
Corporate	Assistant Chief Executive	Availability of core systems	99.49%	99.75%	97%	98.84%	99.42%	99.61%	100.00%	99.71%	
Corporate	Skylight / Customer Services	Percentage of people threatened with homelessness where homelessness is then prevented	76.05%	N/A	N/A	67.78%	66.95%	66.17%	64.26%	66.17%	No target
Corporate	Resources	Number of evictions where the tenant is still in situ	9.00%	N/A	N/A	0	1	0	0	1	No target

Tenant Satisfaction Measures - Perception		Housemark pilot results - (UPPER QUARTILE) (Jan 23)	Apr-23	May-23	Jun-23	Jul-23	Monthly trend
TP01	Proportion of respondents who report that they are satisfied with the overall service from their landlord	85%	90.12%	94.32%	92.80%	92.78%	↓ -0.02%
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	84.9%	87.04%	81.63%	83.45%	84.38%	↑ 0.93%
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	78.5%	83.33%	81.63%	83.33%	83.75%	↑ 0.42%
TP04	Proportion of respondents who report that they are satisfied that their home is well maintained	77.4%	86.25%	88.63%	89.36%	90.22%	↑ 0.86%
TP05	Proportion of respondents who report that they are satisfied that their home is safe	87.1%	87.18%	88.63%	88.84%	90.15%	↑ 1.31%
TP06	Proportion of respondents who report that they are satisfied that their landlord listens to tenants views and acts upon them	72%	91.02%	93.18%	91.59%	90.98%	↓ -0.61%
TP07	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them	82.3%	96.68%	97.59%	93.81%	94.36%	↑ 0.55%
TP08	Proportion of respondents who report that they agree their landlord treats them fairly and with respect	87.3%	98.73%	93.35%	96.04%	95.90%	↓ -0.14%
TP09	Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlords approach to complaints handling	65.1%	60.00%	57.14%	83.33%	76.47%	↓ -6.86%
TP010	Proportion of residents with communal area who report that they are satisfied that their landlord keeps communal areas clean and well maintained	75.9%	90.70%	81.03%	84.29%	84.34%	→ 0.05%
TP011	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood	69.1%	98.61%	96.15%	89.73%	90.49%	↑ 0.76%
TP012	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour	69%	90.00%	88.13%	83.83%	83.94%	↑ 0.11%

TSM satisfaction results

