

Stockport Homes Corporate and Tenant Satisfaction Measures

TSM / Corporate measure	Performance Measure	2023-24 Target	2023-24 Outturn	Against Target (Monthly)	2023-24 GMHP Q4 Management TSM's (1st quartile lower threshold)
Corporate	% of properties and communal areas with a satisfactory electrical installation certificate	100%	99.97%		N/A
TSM	% of homes for which all required gas safety checks have been carried out	100%	100%		100%
TSM	% of homes for which all required Fire Risk Assessments have been carried out	100%	100%		100%
TSM	% of homes for which all required asbestos management surveys or re-inspections have been carried out	100%	100%		100%
TSM	% of homes for which all required legionella risk assessments have been carried out	100%	100%		100%
TSM	% of homes for which all communal passenger lift safety checks have been carried out	100%	100%		100%
Corporate	% of fire safety follow on actions completed within timescale per Fire Risk Assessment	100%	96.17%		N/A
Corporate	% of ASB complainants satisfied with the outcome of their case (transactional)	98%	84.40%		N/A
Corporate	% satisfaction with repair (transactional)	98%	99.19%		N/A
Corporate	% repairs completed at first visit	95%	98.87%		N/A
Corporate	Average time taken to re-let empty dwellings (all re-lets)	11 days	13.5 days		N/A
Corporate	% of estate inspections rated at least 'good'	98%	98.93%		N/A
TSM	Proportion of homes that do not meet the Decent Homes Standard	0%	0.01%		0%
TSM	Proportion of emergency responsive repairs completed within the landlord's target timescale	100%	99.97%		99.90%
TSM	Proportion of stage one complaints responded to within the HoS complaint handling code timescales	100%	98.9%		98.9%
TSM	Proportion of stage two complaints responded to within the HoS complaint handling code timescales	100%	100%		100%
Corporate	Rent collected as a percentage of rent due	100.67%	100.31%		N/A
Corporate	Rent arrears as a percentage of rental debit	1.79%	1.86%		N/A
Corporate	Average days lost due to sickness per employee	5.21 days	3.83		N/A
Corporate	Availability of core systems	99.75%	99.78%		N/A

Tenant Satisfaction Measures - Perception		2023-24 GMHP Q4 (1st quartile lower threshold)	23-24 Q4 TSM results
TP01	Proportion of respondents who report that they are satisfied with the overall service from their landlord	76%	91.3%
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	78%	84.7%
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	75%	84.5%
TP04	Proportion of respondents who report that they are satisfied that their home is well maintained	76%	88.9%
TP05	Proportion of respondents who report that they are satisfied that their home is safe	81%	89.7%
TP06	Proportion of respondents who report that they are satisfied that their landlord listens to tenants views and acts upon them	71%	89.8%
TP07	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them	78%	92.7%
TP08	Proportion of respondents who report that they agree their landlord treats them fairly and with respect	84%	93.6%
TP09	Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlords approach to complaints handling	42%	61.5%
TP010	Proportion of residents with communal area who report that they are satisfied that their landlord keeps communal areas clean and well maintained	74%	86.0%
TP011	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood	75%	91.2%
TP012	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour	73%	85.1%