

Stockport Homes Corporate and Tenant Satisfaction Measures

TSM / Corporate measure	Performance Measure	2023-24 Outturn	2024-25 GMHP Q1 Management TSM's (upper quartile)	Target 24-25	Tolerance 24-25	Apr-24	May-24	Jun-24	Jul-24	Aug-24
Corporate	% of properties and communal areas with a satisfactory electrical installation certificate	99.97%		100%	100%	99.96%	99.95%	99.90%	99.91%	99.88%
TSM	% of homes for which all required gas safety checks have been carried out	100%	100%	100%	100%	100%	100%	100%	100%	100%
TSM	% of homes for which all required Fire Risk Assessments have been carried out	100%	100%	100%	100%	100%	100%	100.00%	99.11%	99.82%
TSM	% of homes for which all required asbestos management surveys or re-inspections have been carried out	100%	100%	100%	100%	100%	100%	100%	100%	99.79%
TSM	% of homes for which all required legionella risk assessments have been carried out	100%	100%	100%	100%	100%	100%	100%	100%	100%
TSM	% of homes for which all communal passenger lift safety checks have been carried out	100%	100%	100%	100%	100%	100%	100%	100%	100%
Corporate	% of fire safety follow on actions completed within timescale per Fire Risk Assessment	96.17%		100%	99.0%	94.78%	95.16%	94.78%	94.40%	94.49%
Corporate	% of homes compliant with smoke and carbon	New		100%	100%	94%	94%	94.33%	97.31%	97.63%
Corporate	% of ASB complainants satisfied with the outcome of their case (transactional)	84.40%		90%	85%	76.92%	82.89%	84.35%	87.18%	86.70%
Corporate	% satisfaction with repair (transactional)	99.19%		90%	85%	81.41%	80.68%	81.31%	81.69%	81.13%
Corporate	% repairs completed at first visit	98.87%		95%	92%	99.52%	99.18%	96.24%	97%	96.98%
Corporate	Average time taken to re-let empty dwellings (all re-lets)	13.5		13 days	16 days	11.4	12.7	14.4	14.6	13.8
Corporate	% of estate inspections rated at least 'good'	98.93%		98%	95%	100%	Issue with data	98.45%	99.17%	99.33%
TSM	Number of anti-social behaviour cases (including hate incidents) opened per 1000 homes	113.88 YTD 8.87 In Month	7.3	N/A	N/A	9.657	19.8	29.58	43.09	53.14
TSM	Number of anti-social behaviour cases that involve hate incidents opened per 1000 homes	2.34 YTD 0.17 In Month	0.2	N/A	N/A	0.174	0.6	0.69	0.96	1.13
TSM	Proportion of homes that do not meet the Decent Homes Standard	0.01%	0%	0%	0%	0.01%	0.00%	0%	0.02%	0%
TSM	Proportion of emergency responsive repairs completed within the landlord's target timescale	99.97%	100%	99.80%	98%	99.91%	99.95%	99.87%	99.90%	99.80%
TSM	Proportion of non-emergency responsive repairs completed within the landlord's target timescale	82.65%	86.6%	88%	82.6%	70.97%	71.55%	69.85%	75.47%	74.59%
TSM	Number of stage one complaints received per 1000 homes	22.96	12.5	N/A	N/A	2.17	6.43	11.91	15.12	17.74
TSM	Number of stage two complaints received per 1000 homes	4.43	1.7	N/A	N/A	0.95	1.65	1.91	3.67	3.93
TSM	Proportion of stage one complaints responded to within the HoS complaint handling code timescales	98.9%	99.9%	100%	98%	100%	100%	100%	100%	100%
TSM	Proportion of stage two complaints responded to within the HoS complaint handling code timescales	100%	100%	100%	98%	100%	100%	100%	100%	100%
Corporate	Rent collected as a percentage of rent due	100.31%		100.41%	100.35%	112.08%	101.67%	104.54%	101.98%	100.67%
Corporate	Rent arrears as a percentage of rental debit	1.86%		1.96%	2.01%	1.80%	1.97	2.13%	1.79%	1.97%
Corporate	Average days lost due to sickness per employee	3.83		4.5 Days	6 Days	0.56 Days 2.2%	1.07 Days 2.48%	1.54 Days 2.52%	2.1 Days 2.6%	2.57 Days 2.58%
Corporate	Availability of core systems	99.78%		99.75%	97%	100%	99.69%	99.79%	99.84%	99.82%
Corporate	Percentage of people threatened with homelessness where homelessness is then prevented	62.62%		N/A	N/A	56.82%	62.56%	62.65%	61.25%	59.74%
Corporate	Number of evictions where the tenant is still in situ	5		N/A	N/A	0	1	0	1	1