BCP Homes

TSM Survey 2023

TSM perception measures

78%	**83%**	**82%**	**81%**	**82%**	**67%**
TP01: Proportion of respondents who report that they are Satisfied with the overall service from their landlord	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	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	TP04: Proportion of respondents who report that they are satisfied that their home is well maintained	TP05: Proportion of respondents who report that they are satisfied that their home is safe	TP06: Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them
73%	**84%**	**34%**	**67%**	**66%**	**56%**
TP07: Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them	TP08: Proportion of respondents who report that they agree their landlord treats them fairly and with respect	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	TP10: Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained	TP11: Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood	TP12: Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour

Decent homes and responsive repairs

0.9%	80.9%	95%	30	48
RP01: Proportion of homes that do not meet the Decent Homes Standard	RP02(1): Proportion of non-emergency responsive repairs completed within the landlord's target timescale	RP02(2): Proportion of emergency responsive repairs completed within the landlord's target timescale	Maximum target timescale for non-emergency repairs in working days	Maximum target timescale for emergency repairs in hours

Complaints

11.9	2.3	87%	86%
CH01(1): Number of stage one complaints received per 1,000 homes	CH01(2): Number of stage two complaints received per 1,000 homes	CH02(1): Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	CH02(2): Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales

Building safety measures

100%	69.6%	99.5%	87.8%	100%
BS01: Proportion of homes for which all required gas safety checks have been carried out	BS02: Proportion of homes for which all required fire risk assessments have been carried out	BS03: Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out	BS04: Proportion of homes for which all required legionella risk assessments have been carried out	BS05: Proportion of homes for which all required communal passenger lift safety checks have been carried out

Anti-social behaviour

66.3	1.4
NM01(1): ASB cases opened per 1000 homes	NM01(1): ASB cases that involve hate incidents opened per 1000 homes