

NAME OF CO-OPERATIVE **FRANKLYN HOUSING**

Tenant Satisfaction Measures (TSM) Results

Reporting Year: 2024/25

This publication satisfies the requirements of the Regulator of Social Housing's Tenant Satisfaction Measures (TSM) Standard for providers owning fewer than 1,000 homes.

RP01	Homes that do not meet the Decent Homes standard.	Percentage 0%
RP02	Non-Emergency repairs completed within target timescale.	Percentage 100%
RP02	Emergency Responsive Repairs completed within target timescale.	Percentage 100%
BS01	Gas safety checks.	Percentage 100%
BS02	Fire safety checks.	Percentage 100%
BS03	Asbestos safety checks.	Percentage 100%
BS04	Water safety checks.	Percentage N/A
BS05	Lift safety checks.	Percentage N/A
CH01	Stage 1 Complaints relative to the size of landlord.	Number of stage 1 0 complaints divided by units of stock x 1000
CH01	Stage 2 Complaints relative to the size of landlord.	Number of stage 2 0 complaints divided by units of stock x 1000
CH02	Stage 1 Complaints responded to within Complaint Handling Code timescales.	Percentage 0
CH02	Stage 2 Complaints responded to within Complaint Handling Code timescales.	Percentage 0
NM01	Anti-social behaviour cases relative to the size of the landlord.	ASB cases opened during the year divided by units of stock x 1000 Nil
NM01	Anti-social behaviour cases relative to the size of the landlord that involve hate incidents.	ASB cases involving hate incidents opened during the year divided by units of stock x 1000 Nil

Tenant Perception Measures

No tenant perception survey was carried out during this reporting year.

The most recent tenant perception survey was completed in 2023/24. Results for this are available from the committee

The next tenant perception survey is planned for 2025/26.