

# Depaul Housing Services Tenant Satisfaction Measures (TSMs) 2023/24

Reporting period 01 April 2023 – 31 March 2024

Depaul Housing Services provides Low Cost Rental Accommodation (LCRA) only.

## Part 1: Tenant Perception Measures Performance Data

		Result
TP01	Proportion of respondents who report that they are satisfied with the overall service from their landlord.	82%
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.	80%
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	79%
TP04	Proportion of respondents who report that they are satisfied that their home is well maintained.	81%
TP05	Proportion of respondents who report that they are satisfied that their home is safe.	77%
TP06	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	71%
TP07	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	74%
TP08	Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	80%
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.	71%
TP10	Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	76%
TP11	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	80%
TP12	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	55%

## Part 2: Management Information Measures Performance Data

Complaints		Result
CH01	Number of stage 1 complaints received per 1000 home	68
CH01	Number of stage 2 complaints received per 1000 homes	0
CH02	Proportion of stage one complaints responded to within the Housing Ombudsman's complaint handling code timescales (%)	40%
CH02	Proportion of stage one complaints responded to within the Housing Ombudsman's complaint handling code timescales (%)	N/a
Anti-social Behaviour (ASB)		Result
NM01	Number of ASB cases opened, per 1000 homes	No data
NM01	Number of ASB cases that involve hate incidents, per 1000 homes	0
Repairs		Result
RP02	Proportion of non-emergency responsive repairs completed within the landlord's target timescale	69%
RP02	Proportion of emergency responsive repairs completed within the landlord's target timescale	38%
Building Safety		Result
BS01	Proportion of homes for which all required gas safety checks have been carried out (%)	100%
BS02	Proportion of homes for which all required fire risk assessments have been carried out (%)	100%
BS03	Proportion of homes for which all required asbestos management surveys or inspections have been carried out (%)	100%
BS04	Proportion of homes for which all legionella risk assessments have been carried out (%)	100%
BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out (%)	50%
RP01	Proportion of homes that do not meet the DHS (%)	No data