

Depaul Housing Services Tenant Satisfaction Measures (TSMs) 2024/25

Reporting period 01 April 2024 – 31 March 2025

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	566
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 (%)	26%
CH02	Proportion of stage two complaints responded to within the Housing Ombudsman's complaint handling code timescales (%)	N/a - none
Anti-social Behaviour (ASB)		Result
NM01	Number of ASB cases opened, per 1000 homes	71
NM01	Number of ASB cases that involve hate incidents, per 1000 homes	18
Repairs		Result
RP02	Proportion of non-emergency responsive repairs completed within the landlord's target timescale	59.5%
RP02	Proportion of emergency responsive repairs completed within the landlord's target timescale	30.2%
Building Safety		
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 (%)	100%
RP01	Proportion of homes that do not meet the DHS (%)	6%