

# Peabody Tenant Satisfaction Measures (TSM)

Results for April 2023 – March 2024

TSM Metric	Rented Residents	Shared Owners	Total
TP01 - Overall Satisfaction	57.7%	26.6%	52.4%
TP02 - Repairs Satisfaction	62.6%		62.6%
TP03 - Repairs: Satisfaction with time taken	60.5%		60.5%
TP04 - Home is well maintained	60.9%		60.9%
TP05 - Home is safe	69.9%	53.4%	67.3%
TP06 - Peabody listens and acts on views	50.1%	20.2%	45.0%
TP07 - Peabody keeps you informed	65.3%	44.8%	61.8%
TP08 - Peabody treats me fairly and with respect	65.7%	41.6%	61.5%
TP09 - Satisfied with complaints handling	27.7%	10.4%	24.3%
TP10 - Satisfied communal areas are clean and well maintained	64.1%	46.1%	60.7%
TP11 - Peabody makes a positive contribution to the neighbourhood	58.0%	34.0%	53.8%
TP12 - Satisfied with approach to handling ASB	55.3%	27.5%	50.4%
CH01 - Complaints (Stage one) per 1,000 properties	66	72	66.9
CH01 - Complaints (Stage two) per 1,000 properties	11	14	11.3
CH02 - Complaints responded to within Complaint Handling Code timescales (Stage one)	55.3%	54.9%	55.2%
CH02 - Complaints responded to within Complaint Handline Code timescales (Stage two)	84.9%	89.4%	85.5%
NM01 - Anti-social behaviour cases per 1,000 properties			25.3
NM01 - Anti Social behaviour cases (hate incidents) per 1,000 properties			0.4
RP01 - Home that do not meet the Decent Homes Standard			0.2%
RP02 - Repairs completed within target timescale (non-emergency)			69.3%
RP02 - Repairs completed within target timescale (emergency)			65.6%
BS01 - Proportion of homes for which all required gas safety checks have been carried out			98.3%
BS02 - Proportion of homes for which all required fire risk assessments have been carried out			99.0%
BS03 - Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out			93.8%
BS04 - Proportion of homes for which all required legionella risk assessments have been carried out			96.3%
BS05 - Proportion of homes for which all required communal passenger lift safety checks have been carried out			95.2%