

Appendix A

Section 2 - Published TSMs

The TSMs reported in this table should match your published performance against the tenant satisfaction measures.

You must complete the table below, filling in the correct columns based on the relevant social housing stock basis for which you have published your TSMs.

Q1 Publication information

Q1a	Have you published your performance against the TSMs?	<input type="text" value="No"/>
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Q2 If you have published your performance against the TSMs

Q2a	Please confirm the date on which you published your performance against the TSMs	<input type="text"/>
Q2b	Did you publish your performance against the TSMs online?	<input type="text"/>
Q2bi	If yes, please provide the permanent URL you have used to publish your TSM results. This could be the performance information or TSM section of your website rather than a direct link to the results.	<input type="text"/>

Q2c

If you have not published your performance against the TSMs online, please briefly outline your approach to publication.

A form for question Q2c. It features a large, light green rectangular area for text input. Above this area is a horizontal scroll bar with left and right arrow buttons. To the right of the green area, there are three vertical arrow buttons (up, down, and a middle one) and a small square button.

Q2ci

If you have not published your performance against the TSMs online, please upload a copy of your publication as a supporting document. Please confirm that you have done so here.

A form for question Q2ci. It features a large, light green rectangular area for text input. To the right of this area is a horizontal scroll bar with a downward-pointing arrow button at its end.

Q3 If you have NOT yet published your performance against the TSMs

Q3a

Please confirm the date on which you INTEND to publish your performance against the TSMs

A form for question Q3a. It consists of a single, vertical, light green rectangular area for text input.

Q3b

Do you intend to publish your performance against the TSMs online?

A form for question Q3b. It consists of a light green rectangular area for text input, with a horizontal scroll bar at the bottom. To the right of the green area is a small square button with a downward-pointing arrow.

If yes, please provide the permanent URL you intend to use to publish your TSM results (if available).

Q3bi

This could be the performance information or TSM section of your website rather than a direct link to the results.

Please upload any documents you have to support your online publication approach, such as a final draft of your planned online publication as a supporting document. Please confirm that you have done so here.

Q3bii

Q3c

If you do not intend to publish your performance against the TSMs online, please briefly outline your intended approach to publication.

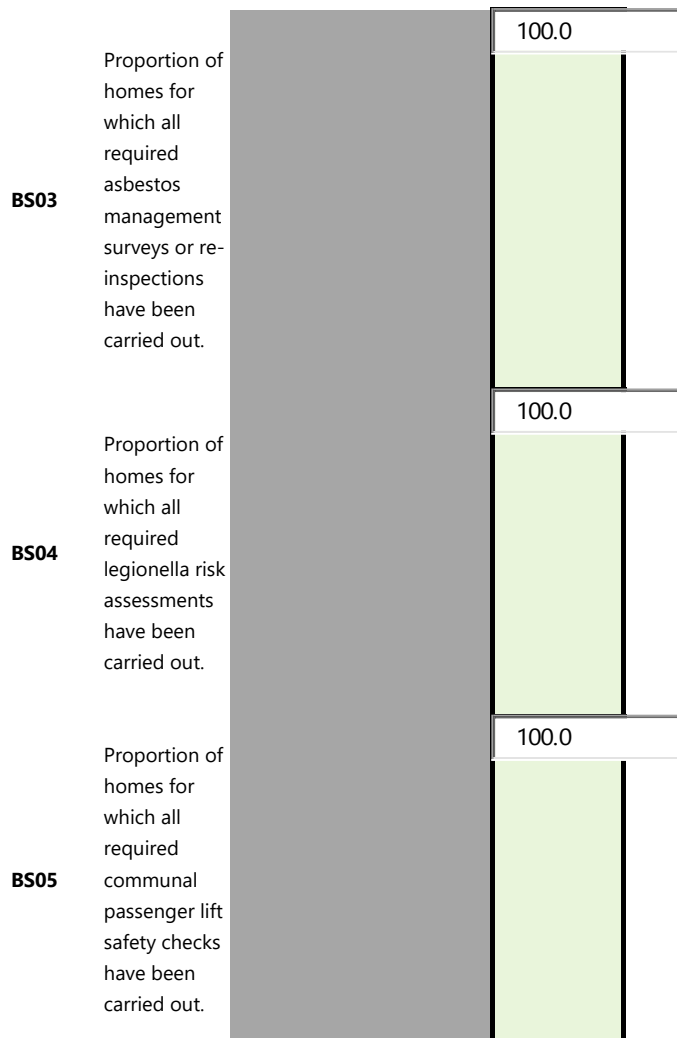
Q3ci

If you do not intend to publish your performance online, please upload any documents you have to support your publication approach, such as a final draft of your planned publication as a supporting document. Please confirm that you have done so here.

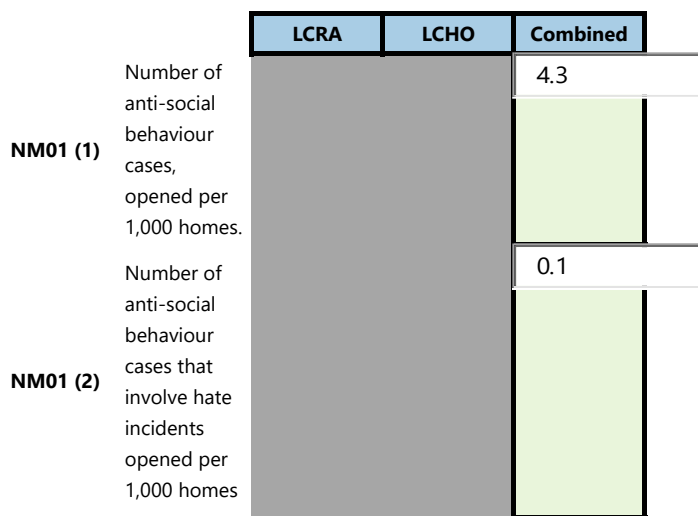
Q4a Building safety

Note: All proportions should be reported to one decimal place (with 99.5% recorded as 99.5 and not 0.995)

	LCRA	LCHO	Combined
BS01 Proportion of homes for which all required gas safety checks have been carried out.			100.0
BS02 Proportion of homes for which all required fire risk assessments have been carried out.			16.4



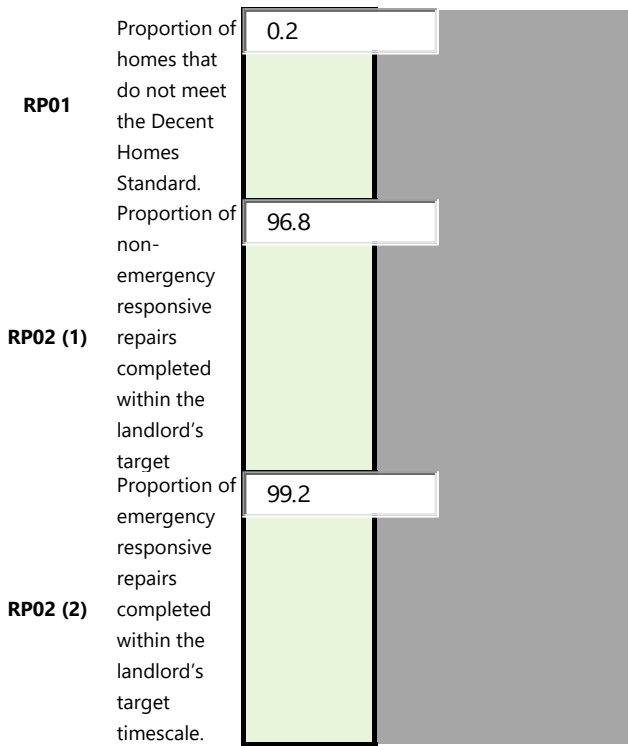
Q4b Anti-social behaviour



Q4c DHS and repairs

Note: All proportions should be reported to one decimal place (with 99.5% recorded as 99.5 and not 0.995)

LCRA	LCHO	Combined
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Q4d Complaints

Note: All proportions should be reported to one decimal place (with 99.5% recorded as 99.5 and not 0.995)

	LCRA	LCHO	Combined
CH01 (1): Number of stage one complaints received per 1,000 homes.	47.7		
CH01 (2): Number of stage two complaints received per 1,000 homes.	8.4		
CH02 (1): Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	93.9		

CH02 (2)	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	100.0		

Q4e Tenant perception measures

Note: All proportions should be reported to one decimal place (with 99.5% recorded as 99.5 and not 0.995)

		LCRA	LCHO	Combined
TP01	Proportion of respondents who report that they are satisfied with the overall service from their landlord.	67.8		
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.	76.6		

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.	69.1			For TP02 to TP04 - please ensure that proportions reported relate only to responses from tenants in LCRA stock as per the guidance.
TP04	Proportion of respondents who report that they are satisfied that their home is well maintained.	64.0			
TP05	Proportion of respondents who report that they are satisfied that their home is safe.	68.9			
TP06	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	49.6			

TP07	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	69.5		
TP08	Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	65.8		
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.	30.8		
TP10	Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	50.8		

TP11	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	53.2		
TP12	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	41.0		