

Braughing Housing Association Report for 2024

Table 1: Summary of Tenant Satisfaction Measures	homes applicable	% very satisfied	% fairly satisfied	% neither satisfied nor dissatisfied	% fairly dissatisfied	% very dissatisfied
TSMs collected from tenant perception surveys						
Code Issue						
TP01 Overall satisfaction	6	100				
TP02 Satisfaction with repairs	6	83	17			
TP03 Satisfaction with time taken to complete most recent repair	6	100				
TP04 Satisfaction that the home is well maintained	6	83	17			
TP05 Satisfaction that the home is safe	6	100				
TP06 Satisfaction that the landlord listens to tenant views and acts upon them	6	100				
TP07 Satisfaction that the landlord keeps tenants informed about things that matter to them	6	100				
TP08 Agreement that the landlord treats tenants fairly and with respect	6	83	17			
TP09 Satisfaction with the landlord's approach to handling complaints	0					
TP10 Satisfaction that the landlord keeps communal areas clean and well maintained	6	83	17			
TP11 Satisfaction that the landlord makes a positive contribution to neighbourhoods	6	83		17		
TP12 Satisfaction with the landlord's approach to handling anti-social behaviour	6	83	17			

Table 2: Other measures	Number	number per 1000 homes				
CH01 Complaints relative to the size of the landlord	0	0				
		Stage 1		Stage 2		
CH02 Complaints responded to within Complaint Handling Code timescales	0	0		0		
NM01 Anti-social behaviour cases relative to the size of the landlord	0					
RP01 Homes that do not meet the Decent Homes Standard	0					
RP02 Repairs completed within target timescale	91.3%					
BS01 Gas safety checks	n/a	No gas is supplied				
BS02 Fire safety checks	n/a	All units have own entrances: no communal corridors or stairs				
BS03 Asbestos safety checks	n/a	No asbestos management schemes or re-inspections required				
BS04 Water safety checks	n/a	All units have direct connections to mains supply.				
BS05 Lift safety	n/a	There are no lifts				