

		Hull City Council	RSH 2024/25 year-end			Hull City Council
<b>TSM Perception Measures</b>		<b>2023/24</b>	<b>Lower Quartile</b>	<b>Median</b>	<b>Upper Quartile</b>	<b>2024/25</b>
TP01	Overall satisfaction	70.8%	64.7%	71.8%	78.9%	72.40% ↑
TP02	Satisfaction with repairs	76.4%	66.8%	73.6%	79.6%	77.36% ↑
TP03	Satisfaction with time taken to complete most recent repair	72.5%	63.0%	69.5%	76.5%	75.60% ↑
TP04	Satisfaction that the home is well maintained	72.9%	65.5%	71.9%	77.8%	75.43% ↑
TP05	Satisfaction that the home is safe	75.2%	71.8%	77.6%	82.9%	79.31% ↑
TP06	Satisfaction that the landlord listens to tenant views and acts upon them	59.5%	54.1%	61.6%	69.3%	66.17% ↑
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	65.3%	65.9%	72.0%	77.3%	71.05% ↑
TP08	Agreement that the landlord treats tenants fairly and with respect	73.6%	72.6%	77.9%	83.9%	79.75% ↑
TP09	Satisfaction with the landlord's approach to handling complaints	38.6%	29.6%	35.5%	42.1%	31.69% ↓
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained	64.7%	60.7%	66.7%	72.8%	64.14% ↓
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods	54.9%	57.7%	64.6%	71.7%	65.51% ↑
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour	52.3%	54.7%	59.5%	66.4%	56.57% ↑
<b>TSM Management Measures</b>		<b>2023/24</b>	<b>Quartile 3</b>	<b>Median</b>	<b>Quartile 1</b>	
CH01i	Stage one complaints per 1,000 properties	37.50	72.7	53.5	34.2	37.92 ↓
CH01ii	Stage two complaints per 1,000 properties	5.01	13.6	8.3	5.1	7.10 ↓
CH02i	Stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescale	96.98%	72.6%	89.9%	96.7%	96.32% ↓
CH02ii	Stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescale	97.39%	69.9%	88.9%	100.0%	93.25% ↓
NM01i	Anti-social behaviour cases per 1,000 properties	51.30	58.0	36.0	22.4	51.65 ↓
NM01ii	Anti-social behaviour cases that involve hate incidents per 1,000 properties	1.22	1.2	0.7	0.2	2.22 ↓
RP01	Proportion of homes that do not meet the Decent Homes Standard	14.4%	3.1%	0.5%	0.0%	10.6% ↑
RP02i	Non-emergency repairs completed within target timescale	69.27%	74.9%	82.5%	89.1%	67.66% ↓
RP02ii	Emergency repairs completed within target timescale	97.46%	89.1%	94.9%	98.9%	96.99% ↓
<b>TSM Management Measures: Building Safety</b>		<b>2023/24</b>	<b>Lower Quartile</b>	<b>Median</b>	<b>Upper Quartile</b>	
BS01	Proportion of homes for which all required gas safety checks have been carried out	99.99%	99.8%	100%	100%	100% ↑
BS02	Proportion of homes for which all required fire risk assessments have been carried out	99.02%	99.9%	100%	100%	100% ↑
BS03	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out	97.99%	99.9%	100%	100%	100% ↑
BS04	Proportion of homes for which all required legionella risk assessments have been carried out	87.57%	100.0%	100%	100%	100% ↑
BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out	94.22%	99.3%	100%	100%	100% ↑