		Hull City Council	RSH 2024/25 year-end National			Hull City Council	
TSM Perception Measures		**2023/24**	**Lower Quartile**	**Median**	**Upper Quartile**	**2024/25**	
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%**	↑

TSM Management Measures		**2023/24**	**Quartile 3**	**Median**	**Quartile 1**	
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%** ↓

TSM Management Measures: Building Safety		**2023/24**	**Lower Quartile**	**Median**	**Upper Quartile**	
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%** ↑