

2023-24 Havering Housing services TSM Operational and Perception outturns against London peers benchmarking results:

Below are the figures submitted to 'The Regulator for Social Housing (RSH)' on their data return for social landlord. RSH has confirmed that landlords owning more than 1,000 homes are to submit their TSM data. RSH has said that the requirements for submitting TSM results are to ensure accuracy, consistency and transparency and is part of RSH's ongoing work to ensure tenants can hold landlords to account.

The following table provides Housing services results and a comprehensive Housemark (Data and insight company for the UK housing sector) benchmarking carried out of various housing service measures against of other London Boroughs for the year 2023-24.

It includes key performance indicators related to safety checks, anti-social behaviour cases, repairs, complaints handling, and tenant satisfaction. The data is compared against quartile benchmarks to highlight areas of strength and opportunities for improvement. This benchmarking exercise aims to ensure that Havering Housing Services maintains high standards and continuously improves the quality of services provided to tenants.

Measure	Havering Housing Services			Peer group benchmarking Quartile		
	Numerator	Denominator	Havering 2023-24	Quartile 1	Median	Quartile 3
Proportion of homes for which all required gas safety checks have been carried out.	8572	8574	99.98%	100%	98.00%	84.80%
Proportion of homes for which all required fire risk assessments have been carried out.	879	886	99.21%	100%	99.70%	98.70%
Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	8377	8591	97.51%	100%	100%	98.50%
Proportion of homes for which all required legionella risk assessments have been carried out.	1189	1189	100%	100%	98.60%	96.30%
Proportion of homes for which all required communal passenger lift safety checks have been carried out.	1077	1077	100%	100%	98.00%	84.80%

	Havering Housing Services			Peer group benchmarking Quartile		
Number of anti-social behaviour cases opened per 1,000 homes.	751	8591	87.4	22.8	43.8	61.4
Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes.	21	8591	2.4			
Proportion of homes that do not meet the Decent Homes Standard.	330	8591	3.84%	3.44%	9.10%	20.98%
Proportion of non-emergency responsive repairs completed within the landlord's target timescale.	23369	24879	93.93%			
Proportion of emergency responsive repairs completed within the landlord's target timescale.	7585	7803	97.21%			
Number of stage one complaints made by tenants in the relevant stock type during the reporting year per 1,000 homes.	1017	8591	118.4	43.7	70.5	95.5
Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	748	1017	73.55%	85.48%	72.85%	53.50%
Number of stage two complaints made by tenants in the relevant stock type during the reporting year per 1,000 homes.	72	8591	8.4			
Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	39	72	54.17%			
Taking everything into account, how satisfied or dissatisfied are you with the service provided by [your landlord]?	383	600	64%	63.80%	51.70%	59.00%
How satisfied or dissatisfied are you with the overall repairs service from [your landlord] over the last 12 months?	246	383	64%	65.70%	57.40%	63.00%

	Havering Housing Services			Peer group benchmarking Quartile		
How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?	242	383	63%	63.20%	54.60%	60.00%
How satisfied or dissatisfied are you that [your landlord] provides a home that is well maintained?	390	589	66%	64.70%	54.30%	60.90%
Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that [your landlord] provides a home that is safe?	449	582	77%	71.00%	62.20%	66.50%
How satisfied or dissatisfied are you that [your landlord] listens to your views and acts upon them?	318	543	59%	55.80%	44.00%	51.30%
How satisfied or dissatisfied are you that [your landlord] keeps you informed about things that matter to you?	335	564	59%	71.70%	61.20%	66.00%
To what extent do you agree or disagree with the following “[my landlord] treats me fairly and with respect”?	439	568	77%	73.70%	61.70%	69.00%
How satisfied or dissatisfied are you with [your landlord]’s approach to complaints handling?	34	138	25%	28.00%	20.70%	25.60%
How satisfied or dissatisfied are you that [your landlord] keeps these communal areas clean and well maintained?	184	281	65%	65.50%	57.20%	61.60%
How satisfied or dissatisfied are you that [your landlord] makes a positive contribution to your neighbourhood?	261	522	50%	68.60%	57.00%	62.00%
How satisfied or dissatisfied are you with [your landlord]’s approach to handling anti-social behaviour?	154	300	51%	59.70%	52.50%	57.70%