

2024-25 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 2024-25.

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		
	Numerator	Denominator		Quartile 1	Median	Quartile 3
Proportion of homes for which all required gas safety checks have been carried out.						99.75%
Proportion of homes for which all required fire risk assessments have been carried out.	886	886	100%	100%	100%	99.40%
Proportion of homes for which all required asbestos management surveys or re inspections have been carried out.	8771	8867	98.9%	100%	100%	99.90%
Proportion of homes for which all required legionella risk assessments have been carried out.	1226	1226	100%	100%	100%	98.99%
Proportion of homes for which all required communal passenger lift safety checks have been carried out.	1077	1077	100%	100%	99.14%	96.10%
Number of anti social behaviour cases opened per 1,000 homes.	577	9155	63.0	13.7	24	42.2

Measure	Havering Housing Services			Peer group benchmarking		
	Numerator	Denominator		Quartile 1	Median	Quartile 3
Number of anti social behaviour cases that involve hate incidents opened per 1,000 homes.						1.15
Proportion of homes that do not meet the Decent Homes Standard.	249	8949	2.8%	4.20%	7.05%	18.23%
Proportion of non emergency responsive repairs completed within the landlord's target timescale.	25561	26921	94.9%	86.20%	83.75%	75.70%
Proportion of emergency responsive repairs completed within the landlord's target timescale.	6357	6480	98.1%	96.53%	93.40%	85.80%
Number of stage one complaints made by tenants in the relevant stock type during the reporting year per 1,000 homes.	737	8939	82.4	59	78	99
Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	609	737	82.6	88.70%	70.70%	58.40%
Number of stage two complaints made by tenants in the relevant stock type during the reporting year per 1,000 homes.	92	8939	10.3	11.1	18.5	26.5
Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	68	92	73.9%	85%	71.30%	41.20%
Taking everything into account, how satisfied or dissatisfied are you with the service provided by [your landlord]?	367	825	44.5%	67%	62%	55.10%
How satisfied or dissatisfied are you with the overall repairs service from [your landlord] over the last 12 months?	309	561	55.1%	68.25%	64.50%	60.30%

Measure	Havering Housing Services			Peer group benchmarking		
	Numerator	Denominator		Quartile 1	Median	Quartile 3
How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?						55.45%
How satisfied or dissatisfied are you that [your landlord] provides a home that is well maintained?	348	744	46.8%	66.75%	63%	55.65%
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?	382	739	51.7%	73%	69%	63.80%
How satisfied or dissatisfied are you that [your landlord] listens to your views and acts upon them?	225	696	32.3%	58.80%	53.40%	46.95%
How satisfied or dissatisfied are you that [your landlord] keeps you informed about things that matter to you?	288	713	40.4%	74.65%	72.60%	64.60%
To what extent do you agree or disagree with the following “[my landlord] treats me fairly and with respect”?	354	714	49.6%	76.75%	71.70%	65.15%
How satisfied or dissatisfied are you with [your landlord]’s approach to complaints handling?	41	243	16.9%	29.55%	26.70%	24.90%
How satisfied or dissatisfied are you that [your landlord] keeps these communal areas clean and well maintained?	210	400	52.5%	68.35%	62.50%	58%
How satisfied or dissatisfied are you that [your landlord] makes a positive contribution to your neighbourhood?	249	694	35.9%	71%	67.20%	60.95%