



## **Tenant Satisfaction Measures (TSM's)**

There are 22 tenant satisfaction measures to be reported upon. They are made up of tenant perception measures (TPM's) and management information measures (MIM's).

The 12 tenant perception measures are measured by an independent company (Acuity) who survey tenants on behalf of BITMO and Leeds City Council. The 10 Management Information Measures are collated by BITMO.

### **(i) Tenant Perception Measures (TPM's)**

<b>TP01</b>	Overall satisfaction
<b>TP02</b>	Satisfaction with repairs
<b>TP03</b>	Satisfaction with time taken to complete most recent repair
<b>TP04</b>	Satisfaction that the home is well maintained
<b>TP05</b>	Satisfaction that the home is safe
<b>TP06</b>	Satisfaction that the landlord listens to tenant views and acts upon them
<b>TP07</b>	Satisfaction that the landlord keeps tenants informed about things that matter to them
<b>TP08</b>	Agreement that the landlord treats tenants fairly and with respect
<b>TP09</b>	Satisfaction with the landlord's approach to handling complaints
<b>TP10</b>	Satisfaction that the landlord keeps communal areas clean and well maintained
<b>TP11</b>	Satisfaction that the landlord makes a positive contribution to neighbourhoods
<b>TP12</b>	Satisfaction with the landlord's approach to handling anti-social behaviour

## **Current Tenant Perception Measures**

These are conducted via a phone or online survey by an external specialist contractor (Acuity) who also do this on behalf of Leeds City Council. A sample of some 300+ tenants are contacted each year to gather their levels of satisfaction with services given.

The following table shows the results for the two years since inception of the regulatory requirement, 2023-24 and 2024-25; plus the 9 months to 31.12.25:

Belle Isle TMO				BITMO 2025-26						LCC	Var
Tenant Perception Measures	TPM	BITMO 2023-24	BITMO 2024-25	BITMO Q1-3	Spark	BITMO Q1	BITMO Q2	BITMO Q3	Spark	Q1-3	BITMO-LCC
Overall Satisfaction	1	72%	75%	78%		82%	78%	72%		70%	8%
Repairs Last 12 Months	2	77%	82%	79%		84%	81%	73%		76%	3%
Time Taken Repairs	3	74%	82%	78%		81%	81%	73%		78%	0%
Well Maintained Home	4	76%	73%	77%		81%	79%	71%		70%	7%
Safe Home	5	80%	79%	80%		84%	85%	71%		75%	5%
Listens & Acts	6	62%	65%	66%		73%	67%	58%		57%	9%
Kept Informed	7	75%	78%	79%		79%	83%	76%		71%	8%
Fairly & with Respect	8	80%	79%	82%		86%	84%	76%		73%	9%
Complaints Handling	9	27%	41%	33%		29%	42%	27%		28%	5%
Communal Areas	10	80%	69%	69%		71%	80%	56%		66%	3%
Neighbourhood Contribution	11	75%	71%	73%		78%	69%	74%		62%	11%
Approach to ASB	12	55%	51%	59%		54%	61%	62%		54%	5%
Supplementary Questions	TPM	BITMO 2023-24	BITMO 2024-25	BITMO Q1-3	Spark	BITMO Q1	BITMO Q2	BITMO Q3	Spark	Q1-3	BITMO-LCC
Safety in neighbourhood	N/A	58%	64%	30%		53%	7%	53%		63%	-33%
Neighbourhood Appearance	N/A	59%	57%	50%		60%	40%	53%		53%	-3%
Easy to Deal With	N/A	75%	77%	77%		81%	73%	71%		69%	8%
Friendly & Approachable	N/A	61%	65%	53%		53%	53%	47%		62%	-9%
Advice & Support	N/A	57%	62%	57%		67%	47%	47%		48%	9%
Good Reputation	N/A	55%	53%	43%		53%	33%	47%		38%	5%
Rent VFM	N/A	66%	67%	63%		67%	60%	56%		61%	2%

We aim to get over 70% in all areas. Anti-social behaviour and complaints handling remain well below this target. Satisfaction levels with maintenance of Communal Areas and how we 'Listen and Act' are just below the target.

The figures above include a series of Supplementary Tenant Perception Measures. The perception of safety in the Neighbourhood had a very low satisfaction level in Quarter 2 for the current year, but the other quarters in the year are also down to some extent. This is an area (amongst others) that we will be looking to drill down into further over coming months via additional survey work - see below.

Apart from the question about being 'Easy to Deal With', the supplementary survey questions are only asked of those surveyed by phone – some 20% of surveys. The remaining 80% are conducted online. This means that the quarterly results from the majority of supplementary questions have a very large potential margin of error. There are only some 15 responses per quarter compared to some 75+ for the main TSM questions 1-12 above.

Quotes have been received for work to conduct a deeper dive into these areas. In particular, the question on anti-social behaviour is not targeted at BITMO services, but rather at people's perception of problems in their area.

### **Management Information Measures (MIM's)**

- CH01: Complaints relative to the size of the landlord (KPI)
- CH02: Complaints responded to within Complaint Handling Code timescales (KPI)
- NM01: Anti-social behaviour (ASB) cases relative to the size of the landlord (KPI)
- RP01: Homes that do not meet the Decent Homes Standard (KPI)
- RP02: Repairs completed within target timescale (KPI & BSD)
- BS01: Gas safety checks (KPI & BSD)
- BS02: Fire safety checks (KPI & BSD)
- BS03: Asbestos safety checks (BSD)
- BS04: Water safety checks (KPI & BSD)
- BS05: Lift safety checks (BSD)

Many of the MIM's were previously included in the Key Performance Indicator schedules below (indicated above by 'KPI'). Others were included in the Building Safety Dashboard (indicated above by BSD). There had been an element of duplication in these reporting tables. It was agreed that any duplication be removed by the combining of elements into a revised structure of documentation.

The TPM and MIM reporting requirements form the core elements of service reporting to the Regulator.

### Current Management Information Measures

Ref	Indicator	Description	Target	2024-25 Q1-4	2025-26 Q1-2	Nov 25 update	Comments/Notes
CH01	Complaints numbers	Complaints relative to the size of the landlord - Stage 1	N/A	20.30	19.29	N/A	Q1: 16 complaints at Stage 1, Q2: 19 complaints at stage 1.
		Complaints relative to the size of the landlord - Stage 2	N/A	4.39	2.76	N/A	Q1: 2 Stage 2 complaints, Q2: 3 stage 2 complaints.
CH02	Complaints responses	Complaints responded to within target time - Stage 1	N/A	97.30%	88.57%	N/A	Q1: 1 out of 16, Q2: 3 out of 19 overdue.
		Complaints responded to within target time - Stage 2	N/A	100.00%	100%	N/A	All responded within time.
		Number of complaints referred to the Ombudsman	N/A	1	0	N/A	
NM01	Anti-Social Behaviour	Anti-Social Behaviour (ASB) cases relative to the size of the landlord	N/A	2.24%	1.04%	N/A	19 cases.
BS01 (TSM)	Gas Safety Checks	Proportion of homes for which all required gas safety checks have been carried out	100%	98.35%	99.45%	99.45%	1818/1828 properties have a valid CP12 certificate.
BS02 (TSM)	Fire Safety Checks	Proportion of homes for which all required fire risk assessments have been carried out	100%	100%	100%	100%	New FRA's completed - compiling a list of actions from these, current ones are still in date.

BS03 (TSM)	Asbestos Safety Checks	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out	100%	74.19%	92.15%	92.15%	81 properties (331 dwellings) blocks require reinspections - 74 properties(305 dwellings) have had a reinspection carried out - 7 properties (26 dwellings) require a reinspection.
BS04 (TSM)	Water Safety Checks	Proportion of homes for which all required legionella risk assessments have been carried out	100%	100%	100%	100%	6 properties affecting 6 dwellings are compliant.
RP01	Decent Homes	Proportion of homes that do <u>not</u> meet the Decent Homes Standard	≤ 1%	3.7% (67)	2.0% (37)	2.0% (37)	37 dwellings on the ND list - 1 x Chimney - 2 x Effective Insulation - 2 x Electrical Hazards - 27 x Wall Covering - 5 x Windows - inspections raised to check wall covering and insulation - Inspections have been carried out by surveyor - problem with Foundation updating in Windows 11.
RP02a	Repairs Completed in Target (Emergency)	Percentage of emergency repairs completed within target timescale	≥ 94%	N/A	98.49%	100% for November 2025.	80+90+104+103+103+108 / 81+90+105+104+105+112
RP02b	Repairs Completed in Target (Non-Emergency)	Percentage of non-emergency repairs completed within target timescale	≥ 85%	N/A	95.99%	278/292 routine jobs were completed in Nov 2025	259+275+317+245+178+236 / 268+285+329+256+188+247

### Supplementary Management Information Measures

BS06a	Gas Services Overdue	Proportion of gas services overdue and within access procedure process	≤ 0.2%	0.65	0.66%	1.09%	12 of 1832 30.9 / 20 of 1832 30.11.25
BS06b	Gas Servicing - Non-Domestic	Proportion of non-domestic gas services carried out	100%	100%	100%	100%	4 of 4 30.9 / 5 of 5 30.11.25
BS07a	Gas Audits - Workmanship	Proportion of gas quality control audits passed - workmanship - cumulative score	≥ 90%	96%	100%	100%	Checked by LCC.
BS07b	Gas Audits - Paperwork	Proportion of gas quality control audits passed - paperwork - cumulative score	≥ 90%	90.20%	100%	100%	Checked by LCC.
BS08a	Electrical Testing - Fixed Wired Domestic	Proportion of homes with an in-date Electrical Installation Condition Report (EICR) - Domestic	100%	66.23%	86.52%	88.46%	1585 of 1832 @ 30.9 / 1617/1828 @ 30.11.
BS08b	Electrical Testing - Fixed Wired Communal	Proportion of homes with an in-date Electrical Installation Condition Report (EICR) - Communal	100%	89.90%	96%	100%	24 of 25 @ 30.9 / 25 of 25 @ 30.11.
HMA6	Void Properties	Proportion of void properties (HMA2) expressed as a % of total stock	≤ 1%	0.44%	0.44%	0.44%	8 @ 30.9 and 30.11.
BS09b	Fire Safety - Non-HRRB	Proportion of Fire Risk Assessment completed for non-High Risk Residential Buildings (out of scope of Building Safety Act)	100%	100%	100%	100%	157 of 157 @ 30.9 / FRA's completed and actions being created 30.11.
BS10	Fire Alarms	Proportion of fire alarms tested within programme	100%	99.4%	100%	100%	

BS11	Fire Fighting Equipment	Proportion of fire fighting equipment maintenance visits completed within target	100%	100%	100%	100%	
BS12	Emergency Lighting	Proportion of emergency lighting maintenance visits completed within target	100%	91.60%	100%	100%	94 properties in 16 blocks checked in Stage 2 fire app.
BS13a	Flat Entrance Doors External Inspection	Proportion of flat entrance door inspections completed within programme - process followed and external inspection completed	100%	100%	100%	100%	16 of 16 inspections completed.
BS13b	Flat Entrance Doors Inspected Both Sides	Proportion of flat entrance door inspections completed within programme - access gained and both sides of door inspected	≥ 70%	50.70%	90%	90%	369 of 410 checked in Home Visits.
BS14	Stock Condition	Proportion of homes that have had a full stock condition survey completed in the last 5 years	≥ 90%	36%	82%	82%	1494 of 1830 properties have completed surveys.
BS15	Damp & Mould	Number of open damp & mould cases	18	85	10	28 cases 30.10	We had 28 open D&M cases in October 2025. Temp post created for 3 months.
BS17	Asbestos Action Monitoring	Proportion of actions identified at asbestos inspections within target	100%	100%	100%	100%	
BS18	Water Hygiene Action Monitoring	Proportion of actions identified at water hygiene inspections within target	100%	100%	100%	100%	
BS19	Carbon Monoxide Detectors	Proportion of homes containing fixed combustion appliances with carbon monoxide detectors installed	100%	100%	100%	100%	
BS20	Smoke Detectors	Proportion of homes with smoke detectors installed	100%	100%	100%	100%	



## **B] Other Key Performance Indicators**

The recent change in mission statement means that residual performance indicators can be transferred into the following summaries:

- Investing in People's Homes
  - A quick and reliable repairs and maintenance service
  - Quality and targeted investment in decent homes
  - Safe and secure homes and environment
  - Effective relet of empty properties
- Building Tenant Control
  - Maximise rent collected with appropriate support
  - Maintaining a tenant led business
  - Support and develop internal skills
  - Managing money and resources
- Supporting People to Live Well
  - Responsive customer contact
  - Support for elderly tenants in need
  - Enforcing tenant responsibilities
  - Tackling ant-social behaviour

These details are reported at: [Belle-Isle-TMO-KPIs-2025-26.pdf](#)