

TENANT SATISFACTION MEASURES 2024/2025



1. Introduction

The Tenant Satisfaction Measures (TSM) Standard requires all registered providers to generate and report TSMs as specified by the Regulator of Social Housing (RSH). This document provides details of Falcon Housing Association's C.I.C (FHA) reported TSMs for year ending 31 March 2025 and addresses the regulatory requirement to publish tenant satisfaction measures data.

2. Tenant Perception Surveys

As per the TSM Standard FHA were not required to complete tenant perception surveys during 2024/25. The perception surveys will recommence for 2025/26 and previous results from the 2023/24 surveys can be found [here](#).



Building
Safety



Anti-Social
Behaviour





















Decent Home
Standards and Repairs



Handling of
complaints

3. Published Tenant Satisfaction Measures

 Building Safety		BS01	Proportion of homes for which all required gas safety checks have been carried out.	100%
		BS02	Proportion of homes for which all required fire risk assessments have been carried out.	100%
		BS03	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	100%
		BS04	Proportion of homes for which all required legionella risk assessments have been carried out.	100%
		BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out.	100%
 Anti-Social Behaviour		NM01 (1)	Number of anti-social behaviour cases, opened per 1,000 homes.	71
		NM01	Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes.	1
 Decent Home Standards and Repairs		RP01	Proportion of homes that do not meet the Decent Homes Standard.	0
		RP02 (1)	Proportion of non-emergency responsive repairs completed within the landlord's target timescale.	89%
		RP02 (2)	Proportion of emergency responsive repairs completed within the landlord's target timescale (within 24 hours).	90%
 Complaints		CH01 (1)	Number of stage one complaints received per 1,000 homes.	10
		CH01 (2)	Number of stage two complaints received per 1,000 homes.	1
		CH02 (1)	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	100%
		CH02 (2)	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	100%