



WILLOW TREE

HOUSING PARTNERSHIP

2024-25 Technical TSM Measures

As part of the Consumer Standards we are required to report on Tenant Satisfaction Measures every year. These include 12 customer perception measures which show how satisfied customers are with the services we provide, and 10 technical performance measures which show how we have performed in the year.

The technical performance measures for the year 1 April 2024 to 31 March 2025 are shown below, together with our results from 2023-24 and the average performance recorded by other landlords for 2023-24.

Technical TSMs	RSH Average TSM results 2023/24*	WTHP 2023/24	WTHP 2024/25
RP01: Homes that do not meet the Decent Homes Standard	0.5%	0%	0.8%
RP02: Repairs completed within target timescale:			
• Non-emergency	81.3%	85.4%	81%
• Emergency	95.3%	76.9%	87.1%
BS01: Gas safety checks	99.9%	99.9%	100%
BS02: Fire safety checks	100%	100%	98.3%**
BS03: Asbestos safety checks	100%	90.9%	92.9%**
BS04: Water safety checks	100%	100%	100%
BS05: Lift safety checks	100%	100%	100%
CH01: Complaints relative to the size of the landlord:			
• Stage 1	42.5	45.9	60.8
• Stage 2	5.7	16.4	9.4
CH02: Complaints responded to within Complaint Handling Code timescales (rented customers only):			
• Stage 1	82.3%	100%	97.6%
• Stage 2	83.6%	100%	100%
NM01: Anti-social behaviour (ASB) per 1000 homes (rented and shared ownership)			
• ASB cases	35.5	20.7	22.9
• ASB cases involving hate incidents	0.6	0	0

* [RSH Tenant Satisfaction Measures 2023/24 Headline Report](#)

** See performance notes below

Performance notes

BS02 – Fire Risk Assessments

As at 31 March 2025 there were 7 homes within two blocks for which the fire risk assessments (FRAs) had expired:

- One block, containing two homes is a Willow Tree Housing Partnership (WTHP) owned block. At the time of publishing, confirmation of completion of the new FRA was awaited.
- The other block, containing five WTHP homes, is owned and managed by a third party. At the time of publishing, a new FRA had been booked in for completion and confirmation of the same was awaited.

BS03 – Asbestos Management

As at 31 March 2025 50 homes where asbestos is known or assumed to be present, did not have an asbestos management survey/re-inspection survey recorded. At the time of publishing orders for these surveys had been placed and confirmation of their completion was awaited.