



WILLOW TREE

HOUSING PARTNERSHIP

2025-26 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 2025 to 31 March 2026 are shown below, together with our results from 2023-24 and 2024-25, and the average performance recorded by other landlords in 2024-25.

Technical TSMs	RSH Average TSM results 2024/25 ¹	WTHP 2023/24	WTHP 2024/25	WTHP 2025/26
RP01: Homes that do not meet the Decent Homes Standard	0.5%	0%	0.8%	0.07%
RP02: Repairs completed within target timescale:				
• Non-emergency (target 20 working days)	82.5%	85.4%	81%	79.1%
• Emergency (target 24 hours)	94.9%	76.9%	87.1%	87.0%
BS01: Gas safety checks	100%	99.9%	100%	99.7%
BS02: Fire safety checks	100%	100%	100%	100%
BS03: Asbestos safety checks	100%	90.9%	89%	99.6%
BS04: Water safety checks	100%	100%	100%	100%
BS05: Lift safety checks	100%	100%	100%	100%
CH01: Complaints per 1,000 homes (rented only):				
• Stage 1	53.5	45.9	60.8	60.5
• Stage 2	8.3	16.4	9.4	17.5
CH02: Complaints responded to within Complaint Handling Code timescales (rented only):				
• Stage 1	89.9%	100%	97.6%	92.8%
• Stage 2	88.9%	100%	100%	95.8%
NM01: Anti-social behaviour (ASB) per 1,000 homes:				
• ASB cases	36.0	20.7	22.9	31.9
• ASB cases involving hate incidents	0.7	0	0	0

¹ [RSH 2024-25 TSM Headline Report](#)