

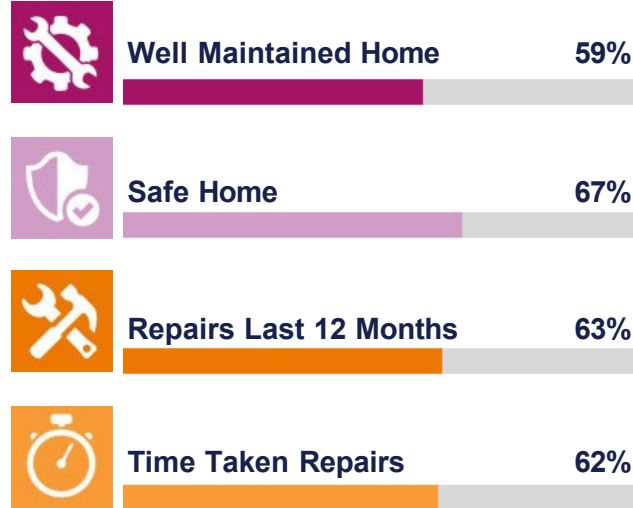
# Tenant Satisfaction Measures (TSMs) 23/24



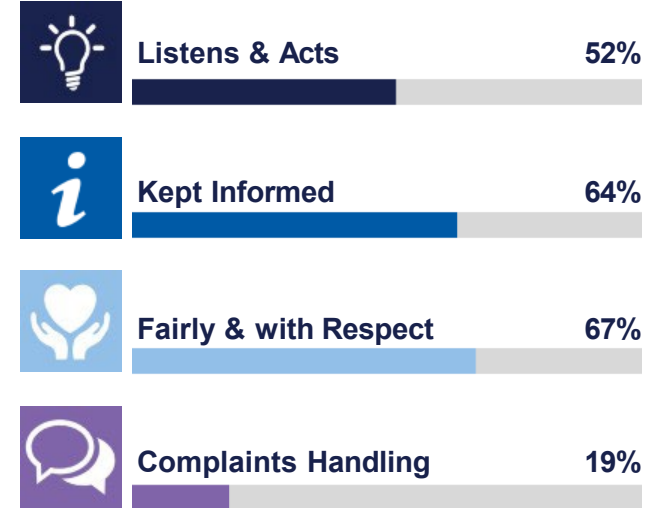
## Overall satisfaction

Satisfaction with the overall housing service provided by the London Borough of Harrow is currently at 59%.

### Keeping Properties in Good Repair



### Respectful & Helpful Engagement



### Responsible Neighbourhood Management



**The 10 Tenant Satisfaction Measures that are generated from management information are being verified by the Business Intelligence Team.**

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