Housemark

Tenant Satisfaction Measures

2025/26 comparison report

City of London

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Tenant perceptions (LCRA)

Peer group: London Boroughs and ALMOs

TP01: Overall service from their landlord

2025/26: 65.0% | 2024/25: 67.7% | Peer median: 61.8%



TP02: Overall repairs service

2025/26: 70.6% | 2024/25: 67.4% | Peer median: 66.3%



TP03: Time taken to complete their most recent repair

2025/26: 67.1% | 2024/25: 64.7% | Peer median: 63.3%



TP04: Home is well maintained

2025/26: 68.1% | 2024/25: 70.8% | Peer median: 64.5%



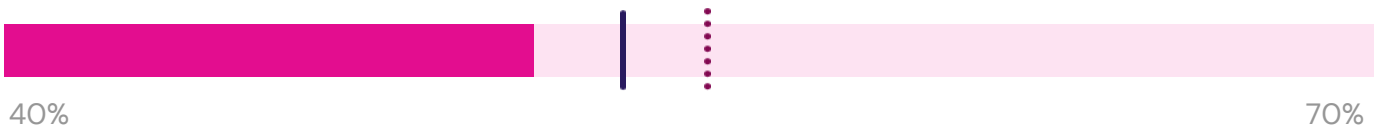
TP05: Home is safe

2025/26: 69.2% | 2024/25: 71.6% | Peer median: 70.2%



TP06: Landlord listens to tenant views and acts upon them

2025/26: 51.6% | 2024/25: 55.4% | Peer median: 53.6%



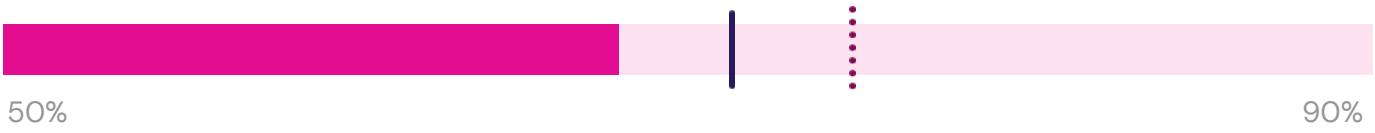
TP07: Landlord keeps them informed about things that matter to them

2025/26: 73.1% | 2024/25: 74.3% | Peer median: 70.2%



TP08: Landlord treats them fairly and with respect

2025/26: 68.0% | 2024/25: 74.8% | Peer median: 71.3%



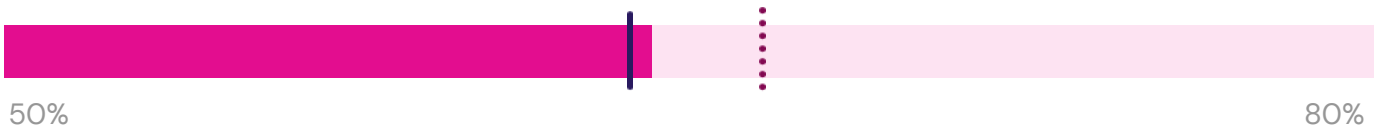
TP09: Landlord's approach to complaints handling

2025/26: 37.4% | 2024/25: 30.0% | Peer median: 28.6%



TP10: Landlord keeps communal areas clean and well maintained

2025/26: 64.2% | 2024/25: 66.6% | Peer median: 63.7%



TP11: Landlord makes a positive contribution to the neighbourhood

2025/26: 66.4% | 2024/25: 67.8% | Peer median: 65.9%



TP12: Landlord's approach to handling anti-social behaviour

2025/26: 61.5% | 2024/25: 63.9% | Peer median: 59.6%



Building safety

BS01: Homes for which all required gas safety checks have been carried out

2025/26: 99.88% | 2024/25: 100.00% | Peer median: 99.70%



BS02: Homes for which all required fire risk assessments have been carried out

2025/26: 100.00% | 2024/25: 100.00% | Peer median: 100.00%



BS03: Homes for which all required asbestos management surveys or re-inspections have been carried out

2025/26: 100.00% | 2024/25: 100.00% | Peer median: 100.00%



BS04: Homes for which all required legionella risk assessments have been carried out

2025/26: 100.00% | 2024/25: 100.00% | Peer median: 100.00%



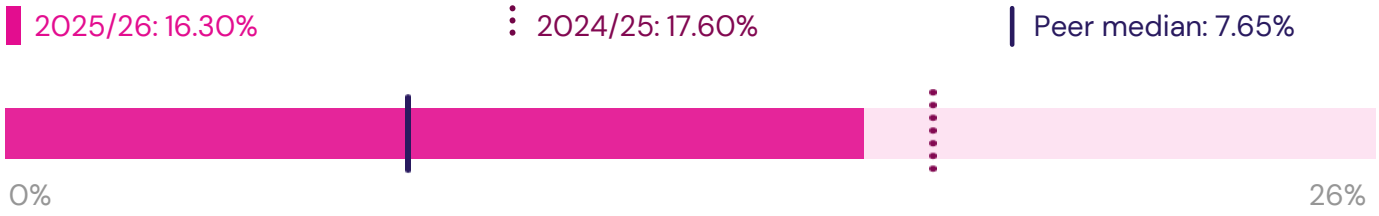
BS05: Homes for which all required communal passenger lift safety checks have been carried out

2025/26: 100.00% | 2024/25: 76.80% | Peer median: 98.35%

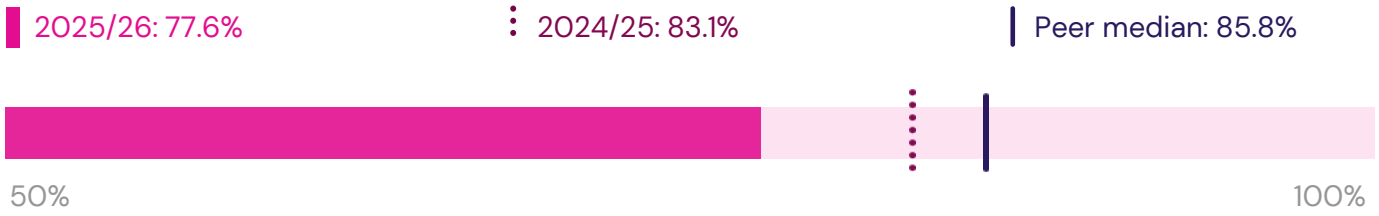


Responsive repairs

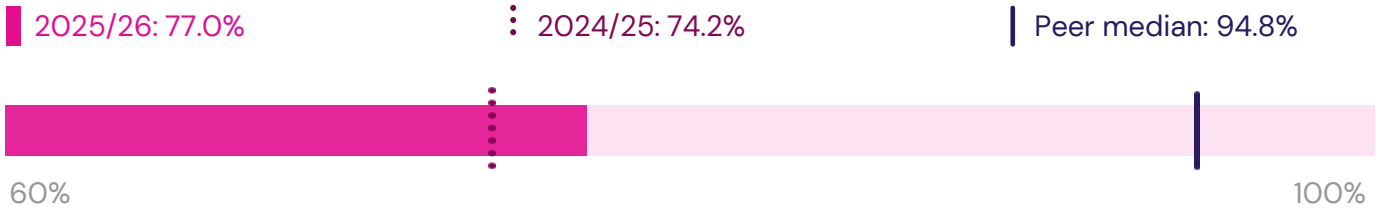
RP01: Proportion of homes that do not meet the Decent Homes Standard



RP02 (1): Non-emergency responsive repairs completed within target timescale

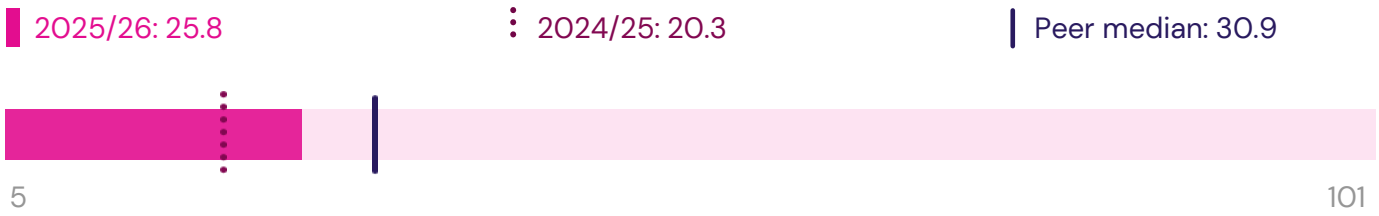


RP02 (2): Emergency repairs completed within target timescale

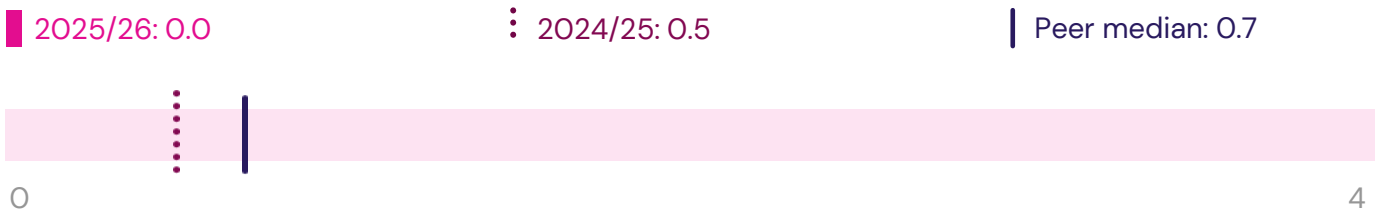


Neighbourhood management

NM01: Number of ASB cases, opened per 1,000 homes



NM02: Number of ASB cases that involve hate incidents opened per 1,000 homes



Complaints (LCRA)

CH01 (1): Number of stage one complaints received per 1,000 homes

2025/26: 117.3 | 2024/25: 74.4 | Peer median: 99.9



46 192

CH01 (2): Number of stage two complaints received per 1,000 homes

2025/26: 42.6 | 2024/25: 22.4 | Peer median: 28.4



4 51

CH02 (1): Stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales

2025/26: 100.0% | 2024/25: 100.0% | Peer median: 73.4%



30% 100%

CH02 (2): Stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales

2025/26: 100.0% | 2024/25: 97.7% | Peer median: 67.9%



10% 100%