



hornsey housing trust

TSM Management Information 2025/26



Complaints & Antisocial behaviour

TSM	Definition	Calc.	Notes
CH01(1)	Stage one complaints made per 1,000 homes	49	19 stage one complaints received in the year.
CH01(2)	Stage two complaints made per 1,000 homes	13	5 stage two complaints received in the year.
CH02(1)	Proportion of stage one complaints responded to within Complaint Handling Code timescales	88%	
CH02(2)	Proportion of stage two complaints responded to within Complaint Handling Code timescales	100%	
NM01(1)	Anti-social behaviour incidents per 1,000 homes	36	14 ASB incidents reported in the year.
NM01(2)	Anti-social behaviour that involve hate incidents per 1,000 homes	0	

Decent homes and safety compliance

TSM	Definition	Calc.	Notes
RP01	Proportion of homes that do not meet the Decent Homes Standard	2.3%	At last stock condition survey, 9 properties were considered not meeting the standard due to windows having reached the end of their life cycle
RP02(1)	Proportion of non-emergency repairs completed within target timescale	96%	
RP02(1)	Proportion of emergency repairs completed within target timescale	95%	
BS01	Proportion of homes for which all required gas safety checks have been carried out.	98%	
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%	
BS06	Proportion of homes for which all required electrical safety checks have been carried out.	98%	