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Grosvenor Hart Homes: Tenant Satisfaction Measures 2024-5

Context

Registered Providers (RPs) of Social Housing are required to submit an annual Tenant Satisfaction Measure (TSM) return. **These are a core set of performance measures against which all providers must publish their performance.**

There are two components to a TSM submission: TSMs generated from **management information** and TSMs collected from **tenant perception surveys.**

As per the guidance from the Regulator, "*Providers that own fewer than 1,000 dwelling units of relevant social housing stock (small providers) must carry out perception surveys at least once every two years.*"

Due to Grosvenor Hart Homes' size and the fact that at the end of the reporting year and GHH's financial year, GHH only had one occupied property in the RP entity Grosvenor Hart Homes Limited, management have decided to defer the collection of the tenant perception TSMs to early 2026 so we can gain a wider range of tenant views.

However, the TSM guidance does require all RPs to publish TSMs generated from management information every year for its RP properties.

Therefore, this document collates the TSM management information for 2024-5 for the 14 properties held within Grosvenor Hart Homes Limited (the RP entity) as at 31 March 2025, rather than across GHH's wider housing portfolio which were out of scope for this year's regulatory returns.

To note, across the reporting period, only one RP property was occupied for a 3-week period in March 2025, with the remaining 13 properties not yet let at that time having recently come into the ownership of Grosvenor Hart Homes Limited.

More information about GHH's wider property portfolio can be found on the Our Performance page of our website (https://www.grosvenor.com/hart-performance) and will be available in our annual report when it is published in September.

If you have any queries about this information, please contact hello@grosvenorhart.com

Complaints TSM (Stage one) –CH01

		Calculation	Numerator *Number of stage one complaints made by tenants in the relevant stock type during the reporting Year*	Denominator *Number of dwelling units owned of the relevant stock type at year end.*
CH01	**Number of stage one complaints made by tenants in the relevant stock type during the reporting year per 1,000 homes**	**0**	**0**	**14**

Complaints TSM (Stage one) –CH02

		Calculation	Numerator *Number of stage one complaints made by tenants during the reporting year for the relevant stock type that were responded to within the Housing Ombudsman's Complaint Handling Code timescale.*	Denominator *Number of stage one complaints made by tenants in the relevant stock type during the reporting year.*
CH02	**Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.**	**0**	**0**	**0**
				Number
Q2a	**Out of the number of stage one complaints made by tenants during the reporting year, what number were responded to within Complaint Handling Code timescales – without the use of the 10 day extension for complex complaints permitted in the Code.**			**N/A**
Q2b	**Out of the number of stage one complaints made by tenants during the reporting year, what number were responded to within Complaint Handling Code timescales – with the use of the 10 day extension for complex complaints permitted in the Code.**			**N/A**

Complaints TSM (Stage two) –CH01

		Calculation	Numerator *Number of stage two complaints made by tenants in the relevant stock type during the reporting Year*	Denominator *Number of dwelling units owned of the relevant stock type at year end.*
CH01	**Number of stage two complaints made by tenants in the relevant stock type during the reporting year per 1,000 homes**	**0**	**0**	**14**

Complaints TSM (Stage two) –CH02

		Calculation	Numerator *Number of stage two complaints made by tenants during the reporting year for the relevant stock type that were responded to within the Housing Ombudsman's Complaint Handling Code timescale.*	Denominator *Number of stage two complaints made by tenants in the relevant stock type during the reporting year.*
CH02	**Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.**	**0**	**0**	**0**
				Number
Q4a	**Out of the number of stage two complaints made by tenants during the reporting year, what number were responded to within Complaint Handling Code timescales – without the use of the 20 day extension for complex complaints permitted in the Code.**			**N/A**
Q4b	**Out of the number of stage two complaints made by tenants during the reporting year, what number were responded to within Complaint Handling Code timescales – with the use of the 20 day extension for complex complaints permitted in the Code.**			**N/A**

Anti-Social Behaviour TSM –NM01 (Part 1)

		Calculation	Numerator *Total number of anti-social behaviour cases opened by or on behalf of the provider during the reporting year (including any ASB cases that involve hate incidents)*	Denominator *Number of dwelling units owned of the relevant social housing stock at year end (LCRA + LCHO)*
NM01 (Part 1)	**Number of anti-social behaviour cases opened per 1,000 homes**	**0**	**0**	**14**

Anti-Social Behaviour TSM –NM01 (Part 2)

		Calculation	Numerator *Number of anti-social behaviour cases (as reported in part 1) that involve hate incidents opened by or on behalf of the provider during the reporting year*	Denominator *Number of dwelling units owned of the relevant social housing stock at year end (LCRA + LCHO)*
NM01 (Part 2)	**Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes.**	**0**	**0**	**14**

Decent Home Standards and Repairs Measures–RP01

		Did you own dwelling units to which this TSM applies at year end?	Calculation	Numerator *Number of dwelling units owned to which the Decent Homes Standard applied which failed the Decent Homes Standard at year end*	Denominator *Number of dwelling units owned to which the Decent Homes Standard applied at year end*
RP01	**Proportion of homes that do not meet the Decent Homes Standard**	**NO**	**0**	**0**	**14**

Decent Home Standards and Repairs Measures–RP02 (Part 1)

		Did you complete any non-emergency responsive repairs during the year?	Calculation	Numerator *Number of non-emergency responsive repairs completed within the provider's target timescale during the reporting year*	Denominator *Number of non-emergency responsive repairs completed during the reporting year*
RP02 (Part 1)	**Proportion of non-emergency responsive repairs completed within the landlord's target timescale.**	**NO**	**0**	**N/A**	**0**

Decent Home Standards and Repairs Measures–RP02 (Part 2)

		Did you complete any emergency responsive repairs during the year?	Calculation	Numerator *Number of emergency responsive repairs completed within the provider's target timescale during the reporting year*	Denominator *Number of emergency responsive repairs completed during the reporting year*
RP02 (Part 2)	**Proportion of emergency responsive repairs completed within the landlord's target timescale.**	**NO**	**0**	**N/A**	**0**

Decent Home Standards and Repairs Measures–RP02 (Part 2)

Q5a.	**What is your (maximum) target timescale for non-emergency repairs used to calculate RP02 (pt1)? (please give your response in working days)**	**30 *working days (if it is a warranty repair issue)***
Q5b.	**Did you have more than one target timescale for non-emergency repairs?**	**YES**
Q5c.	**If you do have more than one target timescale for non-emergency repairs, then please provide us with a brief outline of what timescales you use, including confirming any exceptional timescales which have been excluded from your maximum target in Q5a.**	**GHH has an internal target timescale for completing 'urgent' repairs within 3 working days of the report and 'routine' repairs within 10 working days of the report.** **For some GHH properties under warranty or covered by a defects period, repairs are dealt with by external partners. In these cases, non-urgent repairs will be dealt with by our external partners within 30 days.**
Q5d.	**What is your (maximum) target timescale for emergency repairs used to calculate RP02? (please give your response in hours)**	**24 hours**
Q5e.	**Did you have more than one target timescale for emergency repairs used to calculate RP02?**	**NO**
Q5f.	**If you do have more than one target timescale for emergency repairs, then please provide us with a brief outline of what timescales you use, including confirming any exceptional timescales which have been excluded from your maximum target in Q5d.**	**N/A**

Responsive repairs- contextual information

		Q6. *Please provide information on the number of responsive repairs raised, cancelled, reclassified and completed within the reporting year and the number of responsive repairs that have not been completed at year end (those which are 'work in progress').*
Q6a.	**Number of responsive repairs raised during the reporting year.**	**0**
Q6b.	**Number of responsive repairs closed during the reporting year for any reason apart from completion. This includes all responsive repairs that have been cancelled (whether by the landlord or at tenant request) and any responsive repairs that have been reclassified as planned or cyclical works.**	**0**
Q6c.	**Number of responsive repairs completed during the reporting year.**	**N/A**
Q6d.	**Number of outstanding responsive repairs that had not been completed ('work-in-progress') at year end.**	**0**

Building Safety TSM –BS01

		Did you own dwelling units to which this TSM applies at year end?	Calculation	Numerator *Number of dwelling units owned for which all required gas safety checks were carried out and recorded as at year end*	Denominator *Number of dwelling units owned for which gas safety checks were required to have been carried out as at year end*
BS01	**Proportion of homes for which all required gas safety checks have been carried out**	**YES**	**100%**	**14**	**14**

Building Safety TSM –BS02

		Did you own dwelling units to which this TSM applies at year end?	Calculation	Numerator Number of dwelling units owned within properties that required an FRA for which all required FRAs were carried out and recorded as at year end	Denominator *Number of dwelling units owned within properties for which an FRA was required to have been carried out as at year end*
BS02	**Proportion of homes for which all required fire risk assessments have been carried out.**	**NO**	**N/A**	**N/A**	**N/A**

Building Safety TSM –BS03

		Did you own dwelling units to which this TSM applies at year end?	Calculation	Numerator Number of dwelling units owned within properties that required an asbestos management survey or re-inspection for which all required asbestos management surveys or re-inspections were carried out and recorded as at year end	Denominator *Number of dwelling units owned within properties for which an asbestos management survey or re-inspection was required to have been carried out as at year end*
BS03	**Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.**	**NO**	**N/A**	**N/A**	**N/A**

Building Safety TSM –BS04

		Did you own dwelling units to which this TSM applies at year end?	Calculation	Numerator *Number of dwelling units owned for which all required legionella risk assessments (LRAs) were carried out and recorded as at year end*	Denominator *Number of dwelling units owned for which an LRA was required to have been carried out as at year end*
BS04	**Proportion of homes for which all required legionella risk assessments have been carried out.**	**NO**	**N/A**	**N/A**	**N/A**

Building Safety TSM –BS05

		Did you own dwelling units to which this TSM applies at year end?	Calculation	Numerator *Number of dwelling units owned within properties with communal passenger lifts for which all Lifting Operations and Lifting Equipment Regulations (LOLER) inspection reports were carried out and recorded as at year end*	Denominator *Number of dwelling units owned within properties with communal passenger lifts as at year end*
BS05	**Proportion of homes for which all required communal passenger lift safety checks have been carried out.**	**NO**	**N/A**	**N/A**	**N/A**

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Thank you

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