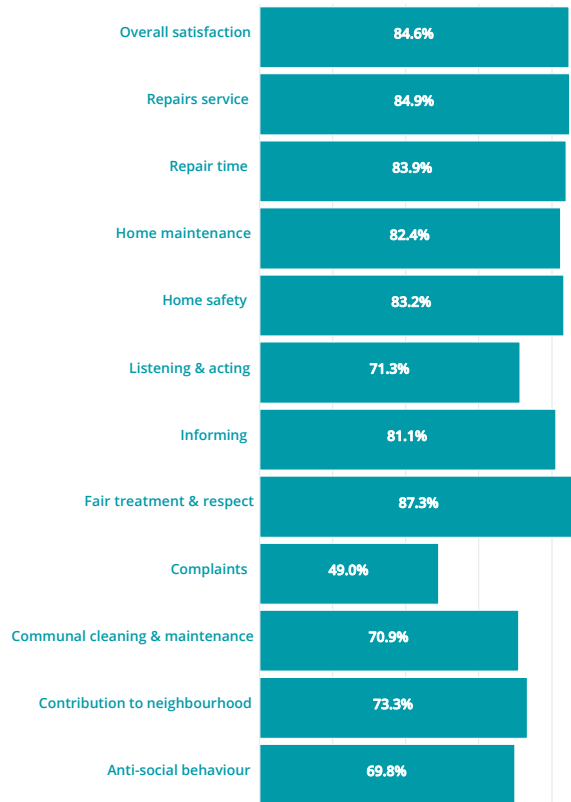


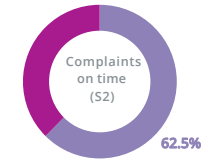
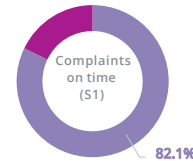
# Tenant satisfaction measures (TSMs)

FY 2023-24

## Tenant satisfaction

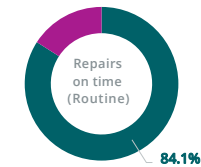
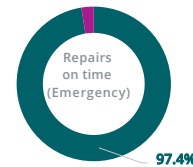


## Customer services



**68.2** Stage 1 complaints per 1,000

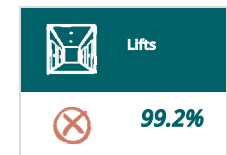
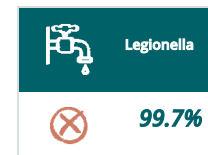
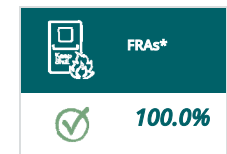
**7.8** Stage 2 complaints per 1,000



**35.7** ASB cases per 1,000

**0.4** Hate incidents per 1,000

## Safety and quality



\*Not true 100% - rounded up.  
TSMs reporting is to 1 dp as per RSH guidance.