

BS01 – Gas safety checks	
Tenant satisfaction measure	Proportion of homes for which all required gas safety checks have been carried out.
TSM calculation	<p>A. Number of dwelling units owned for which all required gas safety checks were carried out and recorded as at year end.</p> <p><i>Divided by:</i></p> <p>B. Number of dwelling units owned for which gas safety checks were required to have been carried out as at year end.</p> <p><i>Multiplied by 100</i></p>
Stock types included	LCRA and LCHO stock only (combined). For this TSM, this includes all such units that require gas safety checks within the dwelling, and all such units served by communal or other relevant parts that require gas safety checks.
Further requirements	<p>In order to report that all required gas safety checks were carried out for a particular dwelling unit, providers must ensure that all statutory obligations in relation to carrying out gas safety checks relating to this unit were met and that these were appropriately recorded. This includes statutory obligations for keeping gas safety checks up-to-date, but not the completion of remedial actions that may be identified in gas safety checks. Although this TSM does not measure remedial actions, providers must of course ensure that these are carried out as required.</p> <p>Gas safety checks relating to a dwelling unit include all checks required both inside the dwelling and on any communal or relevant part that serves the dwelling. For example, if a gas safety check is required on a communal boiler that serves a number of relevant dwelling units, providers must ensure that this check is carried out to be able to report compliance for these units.</p> <p>Dwelling units for which all required gas safety checks were not carried out as at year end must not be counted within item A of the TSM calculation, even if the reason for this concerned an inability to gain access to the dwelling unit (or a communal or other relevant part). If multiple gas safety checks were required for a dwelling unit (e.g. both within the dwelling and on a related communal part), providers must have ensured that all these checks were carried out in order to report compliance – dwelling units must not be double counted in either part A or B of the TSM calculation.</p> <p>Providers must determine what statutory obligations with respect to gas safety checks apply to any vacant LCRA or LCHO dwellings and reflect these in the calculation of this TSM. If a vacant dwelling had its gas supply disconnected, then any required records relating to disconnection would be included as a gas safety check reflected in this TSM. If any vacant LCRA or LCHO dwellings were served by a communal or related parts requiring a gas safety check, these dwellings must be included in reported compliance with respect to these communal or related parts.</p> <p>The calculation of this TSM must reflect all gas safety checks that relate to dwelling units owned by the provider, including checks for which a third party is responsible. These may include, for example, checks on a communal boiler in a building owned by a third-party landlord, which serves LCRA and/or LCHO units owned by the provider.</p>

Tenant Satisfaction Measures: Technical requirements

	<p>In these circumstances, a dwelling unit must not be counted within item A of the TSM calculation if the provider was not able to obtain evidence or otherwise make sure that required checks on communal or other parts that serve the dwelling were carried out.</p> <p>This TSM must reflect the compliance position at the end of each reporting year.</p>
--	--

BS02 – Fire safety checks

Tenant satisfaction measure	Proportion of homes for which all required fire risk assessments have been carried out.
TSM calculation	<p>A. 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.</p> <p><i>Divided by</i></p> <p>B. Number of dwelling units owned within properties for which an FRA was required to have been carried out as at year end.</p> <p><i>Multiplied by 100</i></p>
Stock types included	LCRA and LCHO stock only (combined). For this TSM, this means all such units within a property that requires an FRA.
Further requirements	<p>Providers must ensure that all statutory obligations in relation to carrying out FRAs for a particular property were met, and that these were appropriately recorded, in order to report compliance for the dwelling units in that property in item A above. This includes statutory obligations for keeping FRAs up-to-date through interim reviews, but not the completion of remedial actions that may be identified in FRAs. Although this TSM does not measure remedial actions, providers must of course ensure that these are carried out as required.</p> <p>A ‘property’ in this context means a building that requires an FRA – this is typically a building with two or more dwelling units and at least one communal part (e.g. a tower block). All communal parts (e.g. lifts, stairwells etc.) and other relevant parts of the property (e.g. storage rooms, external wall systems, balconies and flat front doors etc.) which are required to be included within the scope of FRAs must be covered. If multiple FRAs were required for a property, providers must have ensured that all these FRAs were carried out in order to report compliance for the dwelling units within this property – dwelling units must not be double counted in either part A or B of the TSM calculation. Any vacant LCRA or LCHO dwelling units within each property must be included within the calculation of this TSM.</p> <p>The calculation of this TSM must reflect all FRAs required for each property in which there are one or more relevant dwelling units owned by the provider, including FRAs for which a third party is responsible. An example of this might be where a provider owns LCRA and/or LCHO units within a property owned by a third-party landlord. In these circumstances, a dwelling unit must not be counted within item A of the TSM calculation if the provider was not able to obtain evidence or otherwise make sure that all required FRAs and FRA reviews were carried out for the property the dwelling unit is in.</p> <p>This TSM must reflect the compliance position at the end of each reporting year. Subject to statutory obligations, it may reflect FRAs conducted within the current reporting year or previous reporting years.</p>

BS03 – Asbestos safety checks

Tenant satisfaction measure	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.
TSM calculation	<p>A. 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.</p> <p><i>Divided by:</i></p> <p>B. 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.</p> <p><i>Multiplied by 100</i></p>
Stock types included	LCRA and LCHO stock only (combined). For this TSM, this means all such units within a property that requires asbestos management surveys or re-inspections.
Further requirements	<p>Providers must ensure that all statutory obligations in relation to carrying out asbestos management surveys or re-inspections for a particular property were met, and that these were appropriately recorded, in order to report compliance for the dwelling units in that property in item A above. This includes statutory obligations for keeping surveys and re-inspections up-to-date but not the completion of remedial actions that may be identified (except for those related to re-inspection specifically). Although this TSM does not measure remedial actions more generally, providers must of course ensure that these are carried out as required.</p> <p>A 'property' in this context means a building that requires asbestos management surveys or re-inspections. The calculation of this TSM must reflect all asbestos management surveys or re-inspections required for each property in which there are one or more relevant dwelling units owned by the provider, including surveys or re-inspections for which a third party is responsible. This may include, for example, where the provider owned LCRA and/or LCHO units in a property owned by a third-party landlord. In these circumstances, a dwelling unit must not be counted within item A of the TSM calculation if the provider was not able to obtain evidence or otherwise make sure that all required asbestos management surveys or re-inspections were carried out for the property the dwelling unit is in. Any vacant LCRA or LCHO dwelling units within each property must be included within the calculation of this TSM.</p> <p>If multiple asbestos management surveys or re-inspections were required for a property, providers must have ensured that all these were carried out in order to report compliance for the dwelling units within this property – dwelling units must not be double counted in either part A or B of the TSM calculation.</p> <p>This TSM must reflect the compliance position at the end of each reporting year. Subject to statutory obligations, it may reflect asbestos management surveys or re-inspections conducted within the current reporting year or previous reporting years.</p>

BS04 – Water safety checks

Tenant Satisfaction Measure	Proportion of homes for which all required legionella risk assessments have been carried out.
TSM calculation	<p>A. Number of dwelling units owned for which all required legionella risk assessments (LRAs) were carried out and recorded as at year end.</p> <p><i>Divided by:</i></p> <p>B. Number of dwelling units owned for which an LRA was required to have been carried out as at year end.</p> <p><i>Multiplied by 100</i></p>
Stock types included	LCRA and LCHO stock only (combined). For this TSM, this includes all such units that require LRAs within the dwelling, and all such units with communal water systems or other relevant parts that require LRAs.
Further requirements	<p>In order to report that all required LRAs were carried out for a particular dwelling unit, providers must ensure that all statutory obligations in relation to carrying out LRAs relating to this unit were met and were appropriately recorded. This includes statutory obligations for keeping LRAs up-to-date but not the completion of remedial actions that may be identified in LRAs (except for those relating to re-inspection specifically). Although this TSM does not measure remedial actions more generally, providers must of course ensure that these are carried out as required.</p> <p>LRAs relating to a dwelling unit include all LRAs or re-inspections required both within the dwelling and on any communal or other relevant parts of the property that serve the dwelling. This includes hot and cold water systems which serve dwelling, whether or not such systems are communal, or only serve the dwelling. For example, if an LRA is required on a communal water tank that serves a number of relevant dwelling units, providers must ensure that this LRA is carried out to be able to report that all required LRAs have been carried out for these dwelling units.</p> <p>If multiple LRAs were required for a dwelling unit (e.g. within the dwelling and on a related communal part), providers must have ensured that all these checks were carried out to report compliance – dwelling units must not be double counted in either part A or B of the TSM calculation.</p> <p>The calculation of this TSM must reflect all LRAs that relate to dwelling units owned by the provider, including LRAs for which a third party is responsible. This may include, for example, a communal water tank within a building owned by a third-party landlord, which serves LCRA and/or LCHO units owned by the provider. In these circumstances, a dwelling unit must not be counted within item A of the TSM calculation if the provider was not able to obtain evidence or otherwise make sure that all required LRAs or re-inspections were carried out for the property the dwelling unit is in.</p> <p>Providers must determine what statutory obligations with respect to LRAs apply to any vacant LCRA or LCHO dwellings and reflect these in the calculation of this TSM. If any vacant LCRA or LCHO dwellings were served by a communal or related parts requiring a LRA, these dwellings must be included in reporting compliance with respect to these communal or related parts.</p> <p>This TSM must reflect the compliance position at the end of each reporting year. Subject to statutory obligations, it may reflect LRAs conducted within the current reporting year or previous reporting years.</p>

BS05 – Lift safety checks

Tenant Satisfaction Measure	Proportion of homes for which all required communal passenger lift safety checks have been carried out.
TSM calculation	<p>A. 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.</p> <p><i>Divided by:</i></p> <p>B. Number of dwelling units owned within properties with communal passenger lifts as at year end.</p> <p><i>Multiplied by 100</i></p>
Stock types included	LCRA and LCHO stock only (combined). For this TSM, this means all such units within a property with one or more communal passenger lifts.
Further requirements	<p>In order to report that all LOLER inspection reports have been carried out for a particular property – and therefore for the dwelling units in that property – providers must ensure that LOLER inspection reports had been carried out for every communal lift within the property and that these were appropriately recorded.</p> <p>‘LOLER’ refers to the Lifting Operations and Lifting Equipment Regulations 1998. For the purposes of this TSM, carrying out a LOLER inspection report for a communal passenger lift means meeting the requirements of LOLER in relation to examinations and inspections as if the lift were subject to those requirements. This is irrespective of whether the requirements of LOLER strictly apply or not. This includes the requirements of LOLER in relation to keeping examination and inspection reports up-to-date, but not the completion of remedial actions that may be identified in inspection reports. Although this TSM does not measure remedial actions, providers must of course ensure that these are carried out as required.</p> <p>A communal passenger lift within a property is a lift provided for use of the occupants of a dwelling unit in common with the occupants of at least one other unit in the property. In this context, a property is a building with at least one such communal lift (e.g. a tower block).</p> <p>The calculation of this TSM must reflect LOLER inspection reports on all communal passenger lifts in properties in which there are one or more relevant dwelling units owned by the provider. This includes communal passenger lifts which are owned or controlled by a third party. For example, where the provider owns LCRA and/or LCHO units in a property owned by a third-party landlord, then these dwelling units must not be counted within item A of the TSM calculation unless the provider had obtained evidence or otherwise made sure that LOLER inspection reports had been carried out for every communal passenger lift in the property. Dwelling units must not be double counted in either part A or B of the TSM calculation. Any vacant LCRA or LCHO dwelling units within each property must be included within the calculation of this TSM.</p> <p>This TSM must reflect the compliance position at the end of each reporting year.</p>



© RSH copyright 2022

This publication is licensed under the terms of the Open Government Licence v3.0 except where otherwise stated. To view this licence, visit nationalarchives.gov.uk/doc/open-government-licence/version/3

Where we have identified any third-party copyright information you will need to obtain permission from the copyright holders concerned.

This publication is available at: www.gov.uk/rsh

Any enquiries regarding this publication should be sent to us via enquiries@rsh.gov.uk or call 0300 124 5225.

or write to:

Regulator of Social Housing
Level 2
7-8 Wellington Place
Leeds
LS1 4AP

The Regulator of Social Housing regulates registered providers of social housing to promote a viable, efficient and well-governed social housing sector able to deliver and maintain homes of appropriate quality that meet a range of needs.