



Tenant Satisfaction Measures 2023/24

KEEPING PROPERTIES IN GOOD REPAIR



91.1%

Satisfied with overall repairs service (TP02)



87%

Satisfied with time taken to complete repairs (TP03)



91%

Satisfied that their home is well maintained (TP04)

RESPECTFUL AND HELPFUL ENGAGEMENT



89.6%

Satisfied that their landlord listens to views/acts upon them (TP06)



92%

Satisfied their landlord keeps them informed (TP07)



93.1%

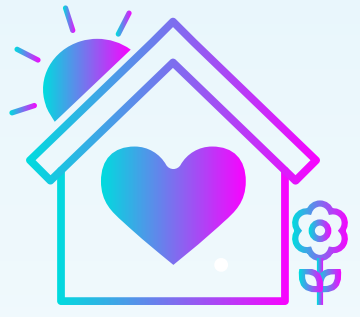
Agree that their landlord treats them fairly/with respect (TP08)



80%

Satisfied with landlord approach to ASB (TP12)

REPAIRS AND MAINTENANCE



100%

Homes that meet the Decent Homes Standard RP01



80.9%

Percentage of non-emergency repairs completed within target timescales RP02(1)

SAFE IN YOUR HOME



94%

Satisfied that their home is safe (TP05)



92.8%

Satisfied with overall service from landlord (TP01)

HANDLING OF COMPLAINTS



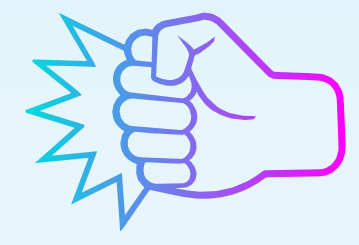
79.2%

Satisfied with landlord approach to complaints handling (TP09)



76%

Number of ASB Cases opened per 1,000 homes NM01(1)



17.2%

Number of ASB Cases that involve hate incidents per 1,000 homes NM01(2)

EFFECTIVE COMPLAINTS HANDLING



50.2

Number of complaints per 1,000 homes – stage 1 CH01(1)



0

Number of complaints per 1,000 homes – stage 2 CH01(2)

RESPONSIBLE NEIGHBOURHOOD MANAGEMENT



95.1%

Satisfied that their landlord maintains communal space (TP10)

SAFETY CHECKS



97.7%

Percentage of emergency repairs completed within target timescales RP02(2)



100%

Gas safety checks carried out (BS01)



100%

Fire safety checks carried out (BS02)



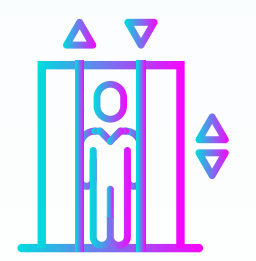
100%

Asbestos safety checks carried out (BS03)



100%

Water safety checks carried out (BS04)



100%

Lift safety checks carried out (BS05)



100%

Proportion of complaints responded to within the Housing Ombudsman Complaint Handling Code timescales – stage 1 CH02(1)



0%

Proportion of complaints responded to within the Housing Ombudsman Complaint Handling Code timescales – stage 2 CH02(2)



71.2%

Satisfied landlord contributes to local neighbourhood (TP011)