

# Tenant Satisfaction Measures (TSM) Quarter 2 2024/25

(measures with an icon/graphic represent the 12 customer TSM's)

## Overall Satisfaction 73.8%

target 80%



Keeping properties in good repair					
<b>Satisfaction with repairs</b> <b>75.0%</b> target 75% 	<b>Satisfaction with time taken to complete latest repair</b> <b>65.9%</b> target 70% 	<b>Satisfaction that the home is well maintained</b> <b>72.4%</b> target 70% 	<b>Homes that do not meet the Decent Homes Standard</b> <b>1.5%</b>	<b>Emergency Repairs completed within target timescale</b> <b>99.6%</b>	<b>Non-Emergency Repairs completed within target timescale</b> <b>83.5%</b>
Respectful and helpful engagement					
<b>Satisfied that we listen to tenants' views and act upon them</b> <b>62.4%</b> target 65% 		<b>Satisfaction that we keep tenants informed about things that matter to them</b> <b>69.2%</b> target 70% 		<b>Agreement that we treat tenants fairly and with respect</b> <b>78.7%</b> target 80% 	
Effective handling of complaints					
<b>Satisfaction with our approach to handling complaints</b> <b>38.7%</b> target 38% 	<b>Stage 1 Complaints</b> relative to our size as a landlord <b>40.9*</b> *number of complaints per 1000 homes	<b>Stage 2 Complaints</b> relative to our size as a landlord <b>6.3*</b> *number of complaints per 1000 homes	<b>Stage 1 Complaints</b> responded to within Complaints Handling Code <b>80.0%</b>	<b>Stage 2 Complaints</b> responded to within Complaints Handling Code <b>72.1%</b>	
Maintaining Building Safety					
<b>Satisfaction that a tenant's home is safe</b> <b>77.6%</b> target 80% 	<b>Gas Safety Checks</b> <b>99.9%</b>	<b>Fire Safety Checks</b> <b>100%</b>	<b>Asbestos Safety Checks</b> <b>100%</b>	<b>Water Safety Checks</b> <b>100%</b>	<b>Lift Safety Checks</b> <b>100%</b>
Responsible Neighbourhood Management					
<b>Satisfied we keep communal areas clean and well maintained</b> <b>58.8%</b> target 60% 	<b>Satisfaction that we make a positive contribution to neighbourhoods</b> <b>58.1%</b> target 62% 	<b>Satisfaction with our approach to handling anti-social behaviour</b> <b>57.4%</b> target 60% 	<b>Anti-social behaviour cases</b> relative to size of landlord <b>14.1**</b> **number of Anti-social behaviour cases per 1000 homes	<b>Anti-social behaviour cases</b> involving Hate Crime relative to size of landlord <b>0.8**</b> **number of Anti-social behaviour cases per 1000 homes	