

# All 26 Tenant Satisfaction Measures (TSM) Full Financial Year 2025/26

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

Overall customer satisfaction

75.8%  
target 80%



Keeping properties in good repair					
<p>Satisfaction with repairs</p> <p><b>79.7%</b> target 80%</p>	<p>Satisfied with time taken to complete latest repair</p> <p><b>74.8%</b> target 75%</p>	<p>Satisfied that the home is well maintained</p> <p><b>75.7%</b> target 76%</p>	<p>Homes that do not meet the Decent Homes Standard</p> <p><b>0.0%</b> (3 homes)</p>	<p>Emergency Repairs completed within target timescale</p> <p><b>99.5%</b> target timescale 24 hrs</p>	<p>Non-Emergency Repairs completed within target timescale</p> <p><b>77.0%</b> target timescale (urgent) 5 working days target timescale (routine) 20 working days target timescale (major) 65 working days</p>
Respectful and helpful engagement					
<p>Satisfied that we listen to tenants views and acts upon them</p> <p><b>65.5%</b> target 73%</p>		<p>Satisfaction that we keep tenants informed about things that matter to them</p> <p><b>72.3%</b> target 75%</p>		<p>Landlord treats tenants fairly and respectfully</p> <p><b>80.3%</b> target 80%</p>	
Effective handling of complaints					
<p>Satisfaction with landlord's complaint handling</p> <p><b>43.5%</b> target 45%</p>	<p>Stage 1 Complaints relative to our size as a landlord</p> <p><b>79.8*</b> *number of complaints per 1000 homes (cumulative)</p>	<p>Stage 2 Complaints relative to our size as a landlord</p> <p><b>18.1*</b> *number of complaints per 1000 homes (cumulative)</p>	<p>Stage 1 Complaints responded to within Complaints Handling Code</p> <p><b>95.4%</b></p>	<p>Stage 2 Complaints responded to within Complaints Handling Code</p> <p><b>93.0%</b></p>	
Maintaining Building Safety					
<p>Satisfaction that the home is safe</p> <p><b>79.3%</b> target 81%</p>	<p>Gas Safety Checks</p> <p><b>100%</b></p>	<p>Fire Safety Checks</p> <p><b>100%</b></p>	<p>Asbestos Safety Checks</p> <p><b>100%</b></p>	<p>Water Safety Checks</p> <p><b>100%</b></p>	<p>Lift Safety Checks</p> <p><b>100%</b></p>
Responsible Neighbourhood Management					
<p>Communal areas clean and well maintained</p> <p><b>62.1%</b> target 65%</p>	<p>Satisfaction that we make a positive contribution to neighbourhoods</p> <p><b>62.0%</b> target 65%</p>	<p>Satisfied with landlord's approach to handling anti-social behaviour</p> <p><b>60.4%</b> target 65%</p>	<p>Anti-social behaviour cases relative to size of landlord</p> <p><b>30.8**</b> **number of Anti-social behaviour cases per 1000 homes</p>	<p>Anti-social behaviour cases involving Hate Crime relative to size of landlord</p> <p><b>1.8**</b> **number of Anti-social behaviour cases per 1000 homes</p>	

Some measures are cumulative which means that they will increase each quarter as we add each quarter up. This is important to note if making quarterly comparisons