

Tenant Satisfaction Measures (TSM) Quarter 1 2024/25

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

Overall Satisfaction 74.3%

target 80%



Keeping properties in good repair					
Satisfaction with repairs 72.8% target 75% 	Satisfaction with time taken to complete latest repair 62.9% target 70% 	Satisfaction that the home is well maintained 73.2% target 70% 	Homes that do not meet the Decent Homes Standard 1.7%	Emergency Repairs completed within target timescale 97.6%	Non-Emergency Repairs completed within target timescale 88.1%
Respectful and helpful engagement					
Satisfied that we listen to tenants' views and act upon them 63.7% target 65% 		Satisfaction that we keep tenants informed about things that matter to them 71.1% target 70% 		Agreement that we treat tenants fairly and with respect 78.7% target 80% 	
Effective handling of complaints					
Satisfaction with our approach to handling complaints 43.2% target 38% 	Stage 1 Complaints relative to our size as a landlord 21.7* *number of complaints per 1000 homes	Stage 2 Complaints relative to our size as a landlord 4.0* *number of complaints per 1000 homes	Stage 1 Complaints responded to within Complaints Handling Code 78.0%	Stage 2 Complaints responded to within Complaints Handling Code 57.7%	
Maintaining Building Safety					
Satisfaction that a tenant's home is safe 78.5% target 80% 	Gas Safety Checks 99.9%	Fire Safety Checks 100%	Asbestos Safety Checks 100%	Water Safety Checks 100%	Lift Safety Checks 100%
Responsible Neighbourhood Management					
Satisfied we keep communal areas clean and well maintained 59.6% target 60% 	Satisfaction that we make a positive contribution to neighbourhoods 62.6% target 62% 	Satisfaction with our approach to handling anti-social behaviour 58.9% target 60% 	Anti-social behaviour cases relative to size of landlord 8.6** **number of Anti-social behaviour cases per 1000 homes	Anti-social behaviour cases involving Hate Crime relative to size of landlord 0.4** **number of Anti-social behaviour cases per 1000 homes	