Tenant Satisfaction Measures (TSM)
Quarter 3 2024/25
(measures with an icon/graphic represent the 12 customer TSM's)

Overall Satisfaction 72.6%
target 80%

Keeping properties in good repair

Satisfaction with repairs 73.8% target 75%	Satisfaction with time taken to complete latest repair 65.1% target 70%	Satisfaction that the **home is well maintained** 70.9% target 70%	Homes that **do not meet** the Decent Homes Standard 0.4%	Emergency Repairs completed within target timescale 97.4%	Non-Emergency Repairs completed within target timescale 77.2%

Respectful and helpful engagement

Satisfied that we **listen to tenants' views** and **act upon them** 61.5% target 65%	Satisfaction that we **keep tenants informed** about **things that matter to them** 67.6% target 70%	Agreement that we **treat tenants fairly** and with **respect** 78.0% target 80%

Effective handling of complaints

Satisfaction with our **approach** to **handling complaints** 37.7% target 38%	**Stage 1 Complaints** relative to our size as a landlord 60.9* *number of complaints per 1000 homes	**Stage 2 Complaints** relative to our size as a landlord 8.5* *number of complaints per 1000 homes	**Stage 1 Complaints** responded to within Complaints Handling Code 81.8%	**Stage 2 Complaints** responded to within Complaints Handling Code 77.7%

Maintaining Building Safety

Satisfaction that a **tenant's home is safe** 76.5% 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** 60.1% target 60%	Satisfaction that we **make a positive contribution** to neighbourhoods 57.7% target 62%	Satisfaction with our approach to handling **anti-social behaviour** 57.5% target 60%	Anti-social behaviour cases relative to size of landlord 22.3** **number of Anti-social behaviour cases per 1000 homes	Anti-social behaviour cases involving Hate Crime relative to size of landlord 1.1** **number of Anti-social behaviour cases per 1000 homes