All 26 Tenant Satisfaction Measures (TSM) Q2 2025/26

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

Overall customer satisfaction 75.3%
target 80%

Keeping properties in good repair

Satisfaction with repairs	Satisfaction with repair completion time	Satisfaction with home maintenance	Homes that do not meet the Decent Homes Standard	Emergency Repairs completed within target timescale	Non-Emergency Repairs completed within target timescale
78.9% target 80%	**73.8%** target 75%	**73.9%** target 76%	**Recorded annually**	**99.7%** target timescale 24 hrs	**69.8%** target timescale (routine) 20 working days target timescale (major) 65 working days

Respectful and helpful engagement

Landlord responds to tenant views	Landlord keeps tenants informed	Landlord treats tenants fairly and respectfully
62.0% target 73%	**69.9%** target 75%	**79.3%** target 80%

Effective handling of complaints

Satisfaction with landlord's complaint handling	Stage 1 Complaints relative to our size as a landlord	Stage 2 Complaints relative to our size as a landlord	Stage 1 Complaints responded to within Complaints Handling Code	Stage 2 Complaints responded to within Complaints Handling Code
41.8% target 45%	**36.6*** *number of complaints per 1000 homes	**9.1*** *number of complaints per 1000 homes	**93.7%**	**98.9%**

Maintaining Building Safety

Satisfaction that the home is safe	Gas Safety Checks	Fire Safety Checks	Asbestos Safety Checks	Water Safety Checks	Lift Safety Checks
76.8% target 81%	**99.9%**	**100%**	**100%**	**100%**	**100%**

Responsible Neighbourhood Management

Communal areas clean and well maintained	Satisfied with landlord's neighbourhood impact	Satisfied with landlord's anti-social response	Anti-social behaviour cases relative to size of landlord	Anti-social behaviour cases involving Hate Crime relative to size of landlord
59.4% target 65%	**60.3%** target 65%	**58.2%** target 65%	**17.5**** **number of Anti-social behaviour cases per 1000 homes	**1.4**** **number of Anti-social behaviour cases per 1000 homes

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