

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					
Satisfaction with repairs 75.0% target 75% 	Satisfaction with time taken to complete latest repair 65.9% target 70% 	Satisfaction that the home is well maintained 72.4% target 70% 	Homes that do not meet the Decent Homes Standard 1.5%	Emergency Repairs completed within target timescale 99.6%	Non-Emergency Repairs completed within target timescale 83.5%
Respectful and helpful engagement					
Satisfied that we listen to tenants' views and act upon them 62.4% target 65% 		Satisfaction that we keep tenants informed about things that matter to them 69.2% 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 38.7% target 38% 	Stage 1 Complaints relative to our size as a landlord 40.9* *number of complaints per 1000 homes	Stage 2 Complaints relative to our size as a landlord 6.3* *number of complaints per 1000 homes	Stage 1 Complaints responded to within Complaints Handling Code 80.0%	Stage 2 Complaints responded to within Complaints Handling Code 72.1%	
Maintaining Building Safety					
Satisfaction that a tenant's home is safe 77.6% 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 58.8% target 60% 	Satisfaction that we make a positive contribution to neighbourhoods 58.1% target 62% 	Satisfaction with our approach to handling anti-social behaviour 57.4% target 60% 	Anti-social behaviour cases relative to size of landlord 14.1** **number of Anti-social behaviour cases per 1000 homes	Anti-social behaviour cases involving Hate Crime relative to size of landlord 0.8** **number of Anti-social behaviour cases per 1000 homes	