Overall Satisfaction 69.80% ☺

Keeping properties in good repair

Satisfaction with repairs	Satisfaction with time taken to complete latest repair	Satisfaction that the home is well maintained	Homes that do not meet the Decent Homes Standard	Emergency Repairs completed within target timescale	Non-Emergency Repairs completed within target timescale
72.6%	63.3%	67.8%	0%	97.2%	87.5%

Respectful and helpful engagement

Satisfied that we listen to tenants' views and act upon them	Satisfaction that we keep tenants informed about things that matter to them	Agreement that we treat tenants fairly and with respect
58.3%	65.1%	74.6%

Effective handling of complaints

Satisfaction with our approach to handling complaints	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
32.5%	58.2*	7.5*	87%	46.8%
	*number of complaints per 1000 homes	*number of complaints per 1000 homes		

Maintaining Building Safety

Satisfaction that a tenant's home is safe	Gas Safety Checks	Fire Safety Checks	Asbestos Safety Checks	Water Safety Checks	Lift Safety Checks
74.1%	100%	100%	100%	100%	97.7%

Responsible Neighbourhood Management

Satisfied we keep communal areas clean and well maintained	Satisfaction that we make a positive contribution to neighbourhoods	Satisfaction with our approach to handling anti-social behaviour	Anti-social behaviour cases relative to size of landlord	Anti-social behaviour cases involving Hate Crime relative to size of landlord
52.4%	53.1%	54.7%	24.8**	0.4**
			**number of Anti-social behaviour cases per 1000 homes	**number of Anti-social behaviour cases per 1000 homes