# 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* | 8* | 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% | 25** | 0** |
| | | | **number of Anti-social behaviour cases per 1000 homes | **number of Anti-social behaviour cases per 1000 homes |