












Tenant Satisfaction Measures (TSM)

Full year 2024/25

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

Overall Satisfaction 72.6%
target 80%



Keeping properties in good repair					
<div>Satisfaction with repairs</div> <div>73.5%</div> <div>target 75%</div> <div></div>	<div>Satisfaction with time taken to complete latest repair</div> <div>65.5%</div> <div>target 70%</div> <div></div>	<div>Satisfaction that the home is well maintained</div> <div>71.1%</div> <div>target 70%</div> <div></div>	<div>Homes that do not meet the Decent Homes Standard</div> <div>0.0%</div>	<div>Emergency Repairs completed within target timescale</div> <div>97.0%</div>	<div>Non-Emergency Repairs completed within target timescale</div> <div>74.5%</div>
Respectful and helpful engagement					
<div>Satisfied that we listen to tenants' views and act upon them</div> <div>61.4%</div> <div>target 65%</div> <div></div>	<div>Satisfaction that we keep tenants informed about things that matter to them</div> <div>67.7%</div> <div>target 70%</div> <div></div>		<div>Agreement that we treat tenants fairly and with respect</div> <div>78.3%</div> <div>target 80%</div> <div></div>		
Effective handling of complaints					
<div>Satisfaction with our approach to handling complaints</div> <div>37.2%</div> <div>target 38%</div> <div></div>	<div>Stage 1 Complaints relative to our size as a landlord</div> <div>81.5*</div> <div>*number of complaints per 1000 homes</div>	<div>Stage 2 Complaints relative to our size as a landlord</div> <div>13.0*</div> <div>*number of complaints per 1000 homes</div>	<div>Stage 1 Complaints responded to within Complaints Handling Code</div> <div>83.0%</div>	<div>Stage 2 Complaints responded to within Complaints Handling Code</div> <div>83.0%</div>	
Maintaining Building Safety					
<div>Satisfaction that a tenant's home is safe</div> <div>76.9%</div> <div>target 80%</div> <div></div>	<div>Gas Safety Checks</div> <div>100.0%</div>	<div>Fire Safety Checks</div> <div>100%</div>	<div>Asbestos Safety Checks</div> <div>100%</div>	<div>Water Safety Checks</div> <div>100%</div>	<div>Lift Safety Checks</div> <div>100%</div>
Responsible Neighbourhood Management					
<div>Satisfied we keep communal areas clean and well maintained</div> <div>60.6%</div> <div>target 60%</div> <div></div>	<div>Satisfaction that we make a positive contribution to neighbourhoods</div> <div>57.7%</div> <div>target 62%</div> <div></div>	<div>Satisfaction with our approach to handling anti-social behaviour</div> <div>58.0%</div> <div>target 60%</div> <div></div>	<div>Anti-social behaviour cases relative to size of landlord</div> <div>30.1**</div> <div>**number of Anti-social behaviour cases per 1000 homes</div>	<div>Anti-social behaviour cases involving Hate Crime relative to size of landlord</div> <div>1.1**</div> <div>**number of Anti-social behaviour cases per 1000 homes</div>	