Overall Satisfaction 69.80% **...**



Satisfaction with repairs 72.6%

Satisfaction with time taken to complete latest repair **63.3%**



67.8%

Satisfaction that the home is well maintained

Homes that do not meet the Decent Homes Standard 0%

Keeping properties in good repair

Emergency Repairs completed within target timescale **97.2%**

target timescale 24 hrs

Non-Emergency Repairs completed within target timescale

87.5%

target timescale (routine) 20 working days target timescale (major) 65 working days



Satisfied that we listen to tenants' views and act upon them 58.3%



Respectful and helpful engagement

Satisfaction that we keep tenants informed about things that matter to them 65.1%



Agreement that we treat tenants fairly and with respect **74.6%**



Satisfaction with our approach to handling complaints 32.5%

Stage 1 Complaints relative to our size as a landlord 58.2*

*number of complaints per 1000 homes

Effective handling of complaints

Stage 2 Complaints relative to our size as a landlord

7.5*

*number of complaints per 1000 homes

Maintaining Building Safety

Stage 1 Complaints responded to within Complaints Handling Code timescale **87%**

Stage 2 Complaints responded to within Complaints
Handling Code timescale
46.8%



Satisfaction that a tenant's home is safe 74.1%

Gas Safety Checks 100%

Fire Safety Checks

100%

Asbestos Safety Checks 100%

Water Safety Checks 100%

Lift Safety Checks **97.7%**



Responsible Neighbourhood Management

Satisfied we keep communal areas clean and well maintained 52.4%

ion that we make

Satisfaction that we make a positive contribution to neighbourhoods 53.1%



Satisfaction with our approach to handling anti-social behaviour **54.7%**

Anti-social behaviour cases relative to size of landlord **24.8****

**number of Anti-social behaviour cases per 1000 homes

Anti-social behaviour cases involving Hate Crime relative to size of landlord

0.4**

**number of Anti-social behaviour cases per 1000 homes