












All 26 Tenant Satisfaction Measures (TSM) Q3 2025/26

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

Overall customer satisfaction

75.5%
target 80%



Keeping properties in good repair					
<div>Satisfaction with repairs</div> <div>79.2%</div> <div>target 80%</div> <div></div>	<div>Satisfaction with repair completion time</div> <div>73.9%</div> <div>target 75%</div> <div></div>	<div>Satisfaction with home maintenance</div> <div>74.9%</div> <div>target 76%</div> <div></div>	<div>Homes that do not meet the Decent Homes Standard</div> <div>Recorded annually</div>	<div>Emergency Repairs completed within target timescale</div> <div>99.5%</div> <div>target timescale 24 hrs</div>	<div>Non-Emergency Repairs completed within target timescale</div> <div>75.5%</div> <div>target timescale (routine) 20 working days</div> <div>target timescale (major) 65 working days</div>
Respectful and helpful engagement					
<div>Landlord responds to tenant views</div> <div>63.3%</div> <div>target 73%</div> <div></div>	<div>Landlord keeps tenants informed</div> <div>70.7%</div> <div>target 75%</div> <div></div>		<div>Landlord treats tenants fairly and respectfully</div> <div>79.6%</div> <div>target 80%</div> <div></div>		
Effective handling of complaints					
<div>Satisfaction with landlord's complaint handling</div> <div>43.2%</div> <div>target 45%</div> <div></div>	<div>Stage 1 Complaints relative to our size as a landlord</div> <div>56.1*</div> <div>*number of complaints per 1000 homes (cumulative)</div>	<div>Stage 2 Complaints relative to our size as a landlord</div> <div>12.2*</div> <div>*number of complaints per 1000 homes (cumulative)</div>	<div>Stage 1 Complaints responded to within Complaints Handling Code</div> <div>95.0%</div>	<div>Stage 2 Complaints responded to within Complaints Handling Code</div> <div>97.7%</div>	
Maintaining Building Safety					
<div>Satisfaction that the home is safe</div> <div>77.9%</div> <div>target 81%</div> <div></div>	<div>Gas Safety Checks</div> <div>100%</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>Communal areas clean and well maintained</div> <div>61.0%</div> <div>target 65%</div> <div></div>	<div>Satisfied with landlord's neighbourhood impact</div> <div>59.6%</div> <div>target 65%</div> <div></div>	<div>Satisfied with landlord's anti-social response</div> <div>58.3%</div> <div>target 65%</div> <div></div>	<div>Anti-social behaviour cases relative to size of landlord</div> <div>24.4**</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>1.6**</div> <div>**number of Anti-social behaviour cases per 1000 homes</div>	

Some measures are cumulative which means that they will increase each quarter as we add each quarter up. This is important to note if making quarterly comparisons