

All 26 Tenant Satisfaction Measures (TSM)

Q1 - 2026/27

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

Overall customer satisfaction

77.1%

target 80%



Keeping properties in good repair					
Satisfaction with repairs 80.8% target 82% 	Satisfied with time taken to complete latest repair 75.3% target 79% 	Satisfied that the home is well maintained 78.6% target 77% 	Homes that do not meet the Decent Homes Standard 0.0% (5 homes)	Emergency Repairs completed within target timescale 99.5% target timescale 24 hrs	Non-Emergency Repairs completed within target timescale 81.7% target timescale (urgent) 5 working days target timescale (routine) 20 working days target timescale (major) 65 working days
Respectful and helpful engagement					
Satisfied that we listen to tenants views and acts upon them 69.1% target 69% 	Satisfaction that we keep tenants informed about things that matter to them 77.0% target 75% 	Landlord treats tenants fairly and respectfully 83.0% target 84% 			
Effective handling of complaints					
Satisfaction with landlord's complaint handling 34.0% target 45% 	Stage 1 Complaints relative to our size as a landlord 22.7* *number of complaints per 1000 homes (cumulative)	Stage 2 Complaints relative to our size as a landlord 5.1* *number of complaints per 1000 homes (cumulative)	Stage 1 Complaints responded to within Complaints Handling Code 91.4%	Stage 2 Complaints responded to within Complaints Handling Code 82.8%	
Maintaining Building Safety					
Satisfaction that the home is safe 84.0% target 82% 	Gas Safety Checks 99.9%	Fire Safety Checks 100%	Asbestos Safety Checks 100%	Water Safety Checks 100%	Lift Safety Checks 100%
Responsible Neighbourhood Management					
Communal areas clean and well maintained 73.0% target 67% 	Satisfaction that we make a positive contribution to neighbourhoods 72.1% target 66% 	Satisfied with landlord's approach to handling anti-social behaviour 68.4% target 65% 	Anti-social behaviour cases relative to size of landlord 7.8** **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	

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