Tenant Satisfaction Measures (TSM) Full year 2024/25

Overall Satisfaction 72.6%



target 80%

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

Keeping properties in good repair

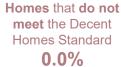
Satisfaction with repairs 73.5% target 75%

Satisfaction with time taken to complete latest repair

65.5% target 70%

Satisfaction that the home is well maintained

71.1% target 70%



Emergency Repairs completed within target timescale

97.0% target timescale 24 hrs

Non-Emergency Repairs completed within target timescale

74.5%

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

Respectful and helpful engagement

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

61.4% target 65%



Satisfaction that we **keep tenants informed** about **things**that matter to them

67.7% target 70%



Agreement that we treat tenants fairly and with respect

78.3% target 80%



Effective handling of complaints

Satisfaction with our **approach** to **handling complaints**

37.2% target 38%



Stage 1 Complaints relative to our size as a landlord

81.5*

*number of complaints per 1000 homes

Stage 2 Complaints relative to our size as a landlord

13.0*

*number of complaints per 1000 homes

Stage 1 Complaints responded to within Complaints Handling Code timescale

83.0%

Stage 2 Complaints responded to within Complaints Handling Code timescale

83.0%

Maintaining Building Safety

Satisfaction that a tenant's home is safe 76.9% target 80%

Gas Safety Checks 100.0%

Fire Safety Checks 100%

Asbestos Safety Checks 100%

Water Safety Checks 100%

Lift Safety Checks 100%

Responsible Neighbourhood Management

Satisfied we keep communal areas **clean** and **well maintained**

60.6% target 60%



Satisfaction that we make a positive contribution to neighbourhoods

57.7% target 62%

Satisfaction with our approach to handling anti-social behaviour

58.0% target 60%



Anti-social behaviour cases relative to size of landlord

30.1**

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

Anti-social behaviour cases

involving Hate Crime relative to size of landlord

1.1**

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