

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

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% 	Homes that do not meet the Decent Homes Standard 0.0%	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
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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%
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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%
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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%
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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
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