












All 26 Tenant Satisfaction Measures (TSM) Q1 2025/26

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

Overall customer satisfaction **79.6%**

target 80%



Keeping properties in good repair					
Satisfaction with repairs 81.2% target 77% 	Satisfaction with repair completion time 74.3% target 75% 	Satisfaction with home maintenance 75.8% target 76% 	Homes that do not meet the Decent Homes Standard Recorded annually	Emergency Repairs completed within target timescale 99.8%	Non-Emergency Repairs completed within target timescale 63.3%
Respectful and helpful engagement					
Landlord responds to tenant views 58.3% target 73% 	Landlord keeps tenants informed 69.0% target 75% 		Landlord treats tenants fairly and respectfully 79.8% target 80% 		
Effective handling of complaints					
Satisfaction with landlord's complaint handling 39.2% target 45% 	Stage 1 Complaints relative to our size as a landlord 18.5* *number of complaints per 1000 homes	Stage 2 Complaints relative to our size as a landlord 5.1* *number of complaints per 1000 homes	Stage 1 Complaints responded to within Complaints Handling Code 93.1%	Stage 2 Complaints responded to within Complaints Handling Code 97.1%	
Maintaining Building Safety					
Satisfaction that the home is safe 76.6% target 81% 	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 58.5% target 65% 	Satisfied with landlord's neighbourhood impact 56.4% target 65% 	Satisfied with landlord's anti-social response 52.9% target 65% 	Anti-social behaviour cases relative to size of landlord 7.7** **number of Anti-social behaviour cases per 1000 homes	Anti-social behaviour cases involving Hate Crime relative to size of landlord 0.6** **number of Anti-social behaviour cases per 1000 homes	