

# Tenant Satisfaction Measures

## Full breakdown of results 2025/25

The satisfaction scores in the table below are for 2024/25 and based on the responses we received from our low-cost rental accommodation housing stock.

		%
<b>TP01</b>	Respondents who report that they are satisfied with the overall service from their landlord.	<b>73.4</b>
<b>TP02</b>	Respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service.	<b>75.4</b>
<b>TP03</b>	Respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair.	<b>69.3</b>
<b>TP04</b>	Respondents who report that they are satisfied that their home is well maintained.	<b>70.9</b>
<b>TP05</b>	Respondents who report that they are satisfied that their home is safe.	<b>78.0</b>
<b>TP06</b>	Respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	<b>62.7</b>
<b>TP07</b>	Respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	<b>72.4</b>
<b>TP08</b>	Respondents who report that they agree their landlord treats them fairly and with respect.	<b>80.1</b>
<b>TP09</b>	Respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling.	<b>37.2</b>
<b>TP10</b>	Respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	<b>74.3</b>
<b>TP11</b>	Respondents who report that they are satisfied that their landlord makes a positive contribution to the neighborhood.	<b>66.8</b>
<b>TP12</b>	Respondents who report that they are satisfied with their landlord's approach to handling anti-social behavior.	<b>67.2</b>

## Management information

Alongside our customer views, a series of management information measures demonstrate how we're performing in different areas of our business.

Building safety		%
<b>BS01</b>	Proportion of homes for which all required gas safety checks have been carried out.	<b>100</b>
<b>BS02</b>	Proportion of homes for which all required fire risk assessments have been carried out.	<b>99.9</b>
<b>BS03</b>	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	<b>100</b>
<b>BS04</b>	Proportion of homes for which all required legionella risk assessments have been carried out.	<b>100</b>
<b>BS05</b>	Proportion of homes for which all required communal passenger lift safety checks have been carried out.	<b>100</b>

Anti-social behavior		%
<b>NM01 (1)</b>	Number of anti-social behavior cases, opened per 1,000 homes.	<b>27.4</b>
<b>NM01 (2)</b>	Number of anti-social behavior cases that involve hate incidents opened per 1,000 homes.	<b>2.0</b>

DHS and repairs		%
<b>RP01</b>	Proportion of homes that do not meet the Decent Homes Standard.	<b>0.3</b>
<b>RP02 (1)</b>	Proportion of emergency responsive repairs completed within the landlord's target timescale.	<b>99.2</b>
<b>RP02 (2)</b>	Proportion of non-emergency responsive repairs completed within the landlord's target timescale.	<b>82.2</b>

Complaints		%
<b>CH01 (1)</b>	Number of stage one complaints received per 1,000 homes.	<b>45.7</b>
<b>CH01 (2)</b>	Number of stage two complaints received per 1,000 homes.	<b>3.9</b>
<b>CH02 (1)</b>	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	<b>63.6</b>
<b>CH02 (2)</b>	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	<b>57.1</b>