

Tenant Satisfaction Measures

Full breakdown of results 2024/25

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.

		%
TP01	Respondents who report that they are satisfied with the overall service from their landlord.	74.4
TP02	Respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service.	76.0
TP03	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.	70.0
TP04	Respondents who report that they are satisfied that their home is well maintained.	72.0
TP05	Respondents who report that they are satisfied that their home is safe.	78.8
TP06	Respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	63.8
TP07	Respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	72.1
TP08	Respondents who report that they agree their landlord treats them fairly and with respect.	80.2
TP09	Respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling.	37.9
TP10	Respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	76.5
TP11	Respondents who report that they are satisfied that their landlord makes a positive contribution to the neighborhood.	67.3
TP12	Respondents who report that they are satisfied with their landlord's approach to handling anti-social behavior.	67.2

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

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

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

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