

### **Tenant Satisfaction Measures Survey Results – 2024/25**

<b>Tenant Perception Measure</b>	<b>2024/2025 Result</b>	<b>2023/2024 Result</b>	<b>Trend</b>
Overall satisfaction with services provided	71%	66%	Up
Satisfaction with repairs that we've done in the last 12 months	74%	71%	Up
Satisfaction with the time taken to complete your most recent repair	72%	63%	Up
Satisfaction that your home is well-maintained	68%	66%	Up
Satisfaction that your home is safe	72%	69%	Up
Satisfaction that we listen to your views and act on what you say	52%	48%	Up
Satisfaction that we keep you informed about things that matter to you	61%	57%	Up
Satisfaction that we treat you fairly and with respect	68%	65%	Up
Satisfaction with the way we handle complaints	28%	25%	Up
Satisfaction that we keep communal areas clean and well-maintained	63%	62%	Up
Satisfaction that we make a positive contribution to your neighbourhood	57%	56%	Up
Satisfaction with the way we deal with anti-social behaviour	49%	49%	Same

### **Technical Performance Measures 2024/25**

<b>Building Safety</b>	<b>2024/25 Result</b>
Proportion of homes for which all required gas safety checks have been carried out.	99.8%
Proportion of homes for which all required fire risk assessments have been carried out.	100%
Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	100%
Proportion of homes for which all required legionella risk assessments have been carried out.	100%

Proportion of homes for which all required communal passenger lift safety checks have been carried out.	95.4%
<b>Anti-Social Behaviour</b>	<b>2024/25 Result</b>
No. anti-social behaviour cases, opened per 1,000 homes	29.9
No. anti-social behaviour cases that involve hate incidents opened per 1,000 homes	0.0

<b>Decent Homes Standard &amp; Repairs</b>	<b>2024/25 Result</b>
Proportion of homes that do not meet the Decent Homes Standard	0.3%
Proportion of non-emergency responsive repairs completed within target timescale	81.5%
Proportion of emergency responsive repairs completed within target timescale	93.6%

<b>Complaints</b>	<b>2024/25 Result</b>
No. Stage 1 complaints received per 1,000 homes.	68.3
No. Stage 2 complaints received per 1,000 homes.	13.9
Proportion of Stage 1 complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	61.2%
Proportion of Stage 2 complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	100%