



Tenant Satisfaction Measures (TSMs)



Overall
satisfaction

73%



Part 1 - % Non emergency repairs
completed within target timescale 71.15%

Part 2 - % Emergency repairs
completed within target timescale 94.93%



Satisfaction
with repairs

77.4%

68.5%

Satisfaction with
time taken to
complete most
recent repair

Satisfaction that
the landlord listens
to tenant views
and acts upon them

63.3%



Satisfaction
that the
home is well
maintained

72.7%

81.5%

of customers
are satisfied
that their
home is safe



Satisfaction that the
landlord keeps tenants
informed about things
that matter to them

74.8%



Satisfaction with
the landlord's
approach to
handling complaints

74.8%

Satisfaction that the
landlord keeps communal
areas clean and
well maintained

61%



80%

of customers are
satisfied that we
treat them fairly
and with respect

66.8%

Satisfaction that the
landlord makes a
positive contribution
to neighbourhoods



Satisfaction with
the landlord's
approach to handling
anti-social behaviour

66%



Complaints relative to
the **size of the landlord**

Part 1
Stage 1

42.92

Part 2
Stage 2

8.93

Complaints responded to within
Complaint Handling Code timescales

Part 1
% Stage 1

100%

Part 2
% Stage 2

100%



Part 1 - Anti-social behaviour cases
relative to the size of the landlord*

46.3

Part 2 - Anti-social behaviour cases **relative to the
size of the landlord that involve hate incidents***

1.51



1.24%

of homes do not
meet the Decent
Homes Standard



99.98%

Gas safety
checks completed



99.14%

Fire safety
checks completed



100%

Asbestos safety
checks completed



100%

Water safety
checks completed



100%

Lift safety
checks completed