



Tenant Satisfaction Measures (TSMs)



Overall
satisfaction

70.1%



Part 1 - % Non emergency repairs
completed within target timescale

68.97%

Part 2 - % Emergency repairs
completed within target timescale

96.35%



Satisfaction
with repairs

70.4%

62.0%

Satisfaction with
time taken to
complete most
recent repair

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

56.8%



Satisfaction
that the
home is well
maintained

66.7%

74.4%

of customers
are satisfied
that their
home is safe



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

67.7%



Satisfaction with
the landlord's
approach to
handling complaints

32.6%

Satisfaction that the
landlord keeps communal
areas clean and
well maintained

59.5%



Satisfaction that we
treat them fairly
and with respect

74.4%

55.5%

Satisfaction that the
landlord makes a
positive contribution
to neighbourhoods



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

61.5%



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

Part 1
Stage 1

38.99

Part 2
Stage 2

9.11

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

34.68

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

1.13



0.78%

of homes do not
meet the Decent
Homes Standard



100%

Gas safety
checks completed



100%

Fire safety
checks completed



100%

Asbestos safety
checks completed



100%

Water safety
checks completed



100%

Lift safety
checks completed