



# Tenant Satisfaction Measures

## Management Information 2024/25

|   | Tenant Perception Measure   | Result 2024/25 | Result 2023/24 |
|---|---|----------------|----------------|
| <b>Decent Homes Standard and Repairs</b>  |   |                |                |
|    | Proportion of homes that do not meet the Decent Homes Standard  | 4.4%           | 0.8%           |
|    | Proportion of non-emergency responsive repairs completed within the landlord's target timescale                     | 94.4%          | 96.9%          |
|    | Proportion of emergency responsive repairs completed within the landlord's target timescale                         | 100%           | 100%           |
|  | Number of outstanding responsive repairs that had not been completed ('work-in-progress') at year end *             | 118            |                |
| <b>Complaints</b>   |   |                |                |
|  | Number of stage one complaints made by tenants in the relevant stock type during the reporting year per 1,000 homes | 61.1           | 25.9           |
|  | Number of stage two complaints made by tenants in the relevant stock type during the reporting year per 1,000 homes | 13.9           | 5.3            |
|  | Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales   | 91.7%          | 81%            |
|  | Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales   | 100%           | 80%            |

\* This measure is new for 2024/25

|   | Tenant Perception Measure  | Result 2024/25 | Result 2023/24 |
|---|--|----------------|----------------|
| <b>Building Safety</b>  |  |                |                |
|    | Proportion of homes for which all required gas safety checks have been carried out                             | 100%           | 100%           |
|    | Proportion of homes for which all required fire risk assessments have been carried out                         | 100%           | 100%           |
|    | Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out | 100%           | 100%           |
|   | Proportion of homes for which all required legionella risk assessments have been carried out                   | 100%           | 100%           |
|  | Proportion of homes for which all required communal passenger lift safety checks have been carried out         | 100%           | 100%           |
| <b>Anti-Social Behaviour</b>  |  |                |                |
|  | Number of anti-social behaviour cases opened per 1,000 homes   | 17.3           | 14.08          |
|  | Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes                       | 0.8            | 0.26           |

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