



Tenant Satisfaction Measures

Management Information 2025/26

	Tenant Perception Measure	Result 2025/26	Result 2024/25
Decent Homes Standard and Repairs			
	Proportion of homes that do not meet the Decent Homes Standard	0.9%	4.4%
	Proportion of non-emergency responsive repairs completed within the landlord's target timescale of 22 working days *, **	96.9%	96.7%
	Proportion of emergency responsive repairs completed within the landlord's target timescale of 24 hours	100%	100%
	Number of outstanding responsive repairs that had not been completed ('work-in-progress') at year end *	826	500
Complaints			
	Number of stage one complaints made by tenants in the relevant stock type during the reporting year per 1,000 homes	60.4	61.1
	Number of stage two complaints made by tenants in the relevant stock type during the reporting year per 1,000 homes	11.7	13.9
	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	97.4%	91.7%
	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	97.7%	100%

* We have amended the 2024/25 repairs data following a review of the data export.

** We also have a 10-day working timescale for significant damp and mould hazards.

	Tenant Perception Measure	Result 2025/26	Result 2024/25
Building Safety			
	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%
Anti-Social Behaviour			
	Number of anti-social behaviour cases opened per 1,000 homes	21.6	17.3
	Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes	0	0.8