



Tenant Satisfaction Measures

2023/24 Year End Results

Low Cost Rental Accommodation

Overall Satisfaction

67.4% of customers are satisfied with the service we provide

Keeping Properties in Good Repair

Of the 490 customers who told us that they had a repair to their home in the last 12 months, 68.9% were satisfied with the overall repairs service and 69.7% were satisfied with the time taken to complete the most recent repair

98.7% of emergency repairs were completed within target timescale

88.9% of non-emergency repairs were completed within target timescale

63.5% of customers are satisfied that their home is well maintained

100% of our homes meet the Decent Homes Standard

Maintaining Building Safety

73.3% of customers are satisfied that we provide a home that is safe

100% of our homes have a valid gas certificate

100% of fire risk assessments are up to date

100% of annual asbestos re-inspections in communal areas are up to date

100% of water safety checks are up to date

100% of lift inspections are up to date



Respectful & Helpful Engagement

62.8% of customers are satisfied that we listen to their views and act upon them

66.3% of customers are satisfied that we keep them informed about things that matter to them

75.1% of customers agree that we treat them fairly and with respect



Effective Handling of Complaints

Of the 172 customers who told us that they had made a complaint in the last 12 months, 35.4% were satisfied with how we handled their complaint

We have 35 stage one complaints for every 1,000 homes, and during the year 100% were responded to within Complaint Handling Code timescales

We have 4 stage two complaints for every 1,000 homes, and during the year 92.3% were responded to within Complaint Handling Code timescales

Responsible Neighbourhood Management

Of the 261 customers who told us that they live in a building with communal areas, 61.6% were satisfied that we keep these areas clean and well maintained

We have 139 anti-social behaviour cases for every 1,000 homes. Of these 0.3 were motivated by prejudice against another person; these incidents are called hate crimes.

54.7% of customers are satisfied that we make a positive contribution to neighbourhoods

56.0% of customers are satisfied with our approach to handling anti-social behaviour

