

# Tenant Satisfaction Measures

## Our results for 2025/26

### The 12 measures based on customer feedback

|      |                                                                                                                                                                         | Customers who rent          | Shared owners               | Combined (shared owners and customers who rent) |
|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|-----------------------------|-------------------------------------------------|
| TP01 | Proportion of respondents who report that they are satisfied with the overall service from their landlord.                                                              | 71.6%<br>(2024/2025: 67.2%) | 48.2%<br>(2024/2025: 43.8%) | 65.9%<br>(2024/2025: 61.6%)                     |
| TP02 | Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service.                         | 70.0%<br>(2024/2025: 64.3%) |                             | 70.0%<br>(2024/2025: 64.3%)                     |
| TP03 | Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair. | 65.7%<br>(2024/2025: 59%)   |                             | 65.7%<br>(2024/2025: 59%)                       |
| TP04 | Proportion of respondents who report that they are satisfied that their home is well maintained.                                                                        | 74.3%<br>(2024/2025: 67.7%) |                             | 74.3%<br>(2024/2025: 67.7%)                     |
| TP05 | Proportion of respondents who report that they are satisfied that their home is safe.                                                                                   | 78.2%<br>(2024/2025: 74.2%) | 62.5%<br>(2024/2025: 56.0%) | 74.9%<br>(2024/2025: 70.3%)                     |
| TP06 | Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.                                            | 62.9%<br>(2024/2025: 58.3%) | 37.5%<br>(2024/2025: 33.1%) | 57.3%<br>(2024/2025: 52.6%)                     |
| TP07 | Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.                                  | 72.4%<br>(2024/2025: 67.5%) | 61.2%<br>(2024/2025: 53.4%) | 69.6%<br>(2024/2025: 64.2%)                     |
| TP08 | Proportion of respondents who report that they agree their landlord treats them fairly and with respect.                                                                | 78.5%<br>(2024/2025: 74.7%) | 63.2%<br>(2024/2025: 53.2%) | 74.8%<br>(2024/2025: 69.6%)                     |
| TP09 | Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling.                  | 41.0%<br>(2024/2025: 38.7%) | 19.7%<br>(2024/2025: 22.0%) | 36.9%<br>(2024/2025: 35.5%)                     |
| TP10 | Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.                    | 68.3%<br>(2024/2025: 63.0%) | 58.1%<br>(2024/2025: 39.4%) | 66.0%<br>(2024/2025: 57.8%)                     |
| TP11 | Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.                                    | 65.7%<br>(2024/2025: 57.0%) | 34.6%<br>(2024/2025: 31.6%) | 58.5%<br>(2024/2025: 51.3%)                     |
| TP12 | Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.                                          | 62.6%<br>(2024/2025: 57.4%) | 34.7%<br>(2024/2025: 33.6%) | 56.9%<br>(2024/2025: 52.3%)                     |

# Tenant Satisfaction Measures

## Our results for 2025/26

### The 10 measures based on data we collect

|          |                                                                                                                    | Customers who rent          | Shared owners               | Combined (shared owners and customers who rent)                                     |
|----------|--------------------------------------------------------------------------------------------------------------------|-----------------------------|-----------------------------|-------------------------------------------------------------------------------------|
| BS01     | Proportion of homes for which all required gas safety checks have been carried out.                                |                             |                             | 99.9%<br>(99.97% but submission is rounded to 1 decimal place)<br>(2024/2025: 100%) |
| BS02     | Proportion of homes for which all required fire risk assessments have been carried out.                            |                             |                             | 100%<br>(2024/2025: 100%)                                                           |
| BS03     | Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.    |                             |                             | 100%<br>(2024/2025: 100%)                                                           |
| BS04     | Proportion of homes for which all required legionella risk assessments have been carried out.                      |                             |                             | 100%<br>(2024/2025: 100%)                                                           |
| BS05     | Proportion of homes for which all required communal passenger lift safety checks have been carried out.            |                             |                             | 100%<br>(2024/2025: 100%)                                                           |
| NM01 (1) | Number of anti-social behaviour cases, opened per 1,000 homes.                                                     |                             |                             | 40.3<br>(2024/2025: 40.2)                                                           |
| NM01 (2) | Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes.                          |                             |                             | 1.3<br>(2024/2025: 0.9)                                                             |
| RP01     | Proportion of homes that do not meet the Decent Homes Standard.                                                    | 0%<br>(2024/2025: 0%)       |                             |                                                                                     |
| RP02 (1) | Proportion of non-emergency responsive repairs completed within the landlord target timescale of 21 days.          | 50.0%<br>(2024/2025: 41.3%) |                             |                                                                                     |
| RP02 (2) | Proportion of emergency responsive repairs completed within the landlord target timescale of 24 hours.             | 96.0%<br>(2024/2025: 97.1%) |                             |                                                                                     |
| CH01 (1) | Number of stage one complaints received per 1,000 homes.                                                           | 123.8<br>(2024/2025: 155.6) | 48.6<br>(2024/2025: 59.1)   |                                                                                     |
| CH01 (2) | Number of stage two complaints received per 1,000 homes.                                                           | 27.2<br>(2024/2025: 25.6)   | 20.1<br>(2024/2025: 17.2)   |                                                                                     |
| CH02 (1) | Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales. | 92.0%<br>(2024/2025: 82.8%) | 93.0%<br>(2024/2025: 84.1%) |                                                                                     |
| CH02 (2) | Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales. | 86.8%<br>(2024/2025: 78.3%) | 91.5%<br>(2024/2025: 83.2%) |                                                                                     |