

Tenant Satisfaction Measures

Our results for 2024/25

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.	67.2% (2023/2024: 61.4%)	43.8% (2023/2024: 37.8%)	61.6% (2023/2024: 54.6%)
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.	64.3% (2023/2024: 61.4%)		64.3% (2023/2024: 61.4%)
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.	59% (2023/2024: 54.7%)		59% (2023/2024: 54.7%)
TP04	Proportion of respondents who report that they are satisfied that their home is well maintained.	67.7% (2023/2024: 60.4%)		67.7% (2023/2024: 60.4%)
TP05	Proportion of respondents who report that they are satisfied that their home is safe.	74.2% (2023/2024: 67.5%)	56.0% (2023/2024: 50.4%)	70.3% (2023/2024: 63.1%)
TP06	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	58.3% (2023/2024: 50.9%)	33.1% (2023/2024: 27.5%)	52.6% (2023/2024: 44.6%)
TP07	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	67.5% (2023/2024: 57.1%)	53.4% (2023/2024: 40.6%)	64.2% (2023/2024: 52.5%)
TP08	Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	74.7% (2023/2024: 64.2%)	53.2% (2023/2024: 38.8%)	69.6% (2023/2024: 57.2%)
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.	38.7% (2023/2024: 31.1%)	22.0% (2023/2024: 12.8%)	35.5% (2023/2024: 26.6%)
TP10	Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	63.0% (2023/2024: 56.2%)	39.4% (2023/2024: 40.9%)	57.8% (2023/2024: 51.8%)
TP11	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	57.0% (2023/2024: 46.0%)	31.6% (2023/2024: 26.1%)	51.3% (2023/2024: 40.8%)
TP12	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	57.4% (2023/2024: 45.3%)	33.6% (2023/2024: 20.7%)	52.3% (2023/2024: 39.3%)

It's important to note that we've changed the way we collect your feedback.

In 2023/24, 90% of our TSM surveys were conducted online, with the remaining 10% carried out over the telephone. In 2024/25, we've increased the proportion of telephone surveys to 75% to align with the sector, as telephone surveys are the primary method used. This change will have impacted the scores that you see below. We'll continue to use this method of collecting your feedback in future years to make sure we can make clear and correct comparisons about our performance.

Tenant Satisfaction Measures

Our results for 2024/25

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.			100% (99.97% but submission is rounded to 1 decimal place) (2023/2024: 99.9%)
BS02	Proportion of homes for which all required fire risk assessments have been carried out.			100% (2023/2024: 100%)
BS03	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.			100% (2023/2024: 100%)
BS04	Proportion of homes for which all required legionella risk assessments have been carried out.			100% (2023/2024: 100%)
BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out.			100% (2023/2024: 97%)
NM01 (1)	Number of anti-social behaviour cases, opened per 1,000 homes.			40.2 (2023/2024: 38.9)
NM01 (2)	Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes			0.9 (2023/2024: 0.5)
RP01	Proportion of homes that do not meet the Decent Homes Standard.	0% (2023/2024: 0%)		
RP02 (1)	Proportion of non-emergency responsive repairs completed within the landlord target timescale of 21 days.	41.3% (2023/2024: 60.8%)		
RP02 (2)	Proportion of emergency responsive repairs completed within the landlord target timescale of 24 hours.	97.1% (2023/2024: 97.3%)		
CH01 (1)	Number of stage one complaints received per 1,000 homes.	155.6 (2023/2024: 77.4)	59.1 (2023/2024: 38.7)	
CH01 (2)	Number of stage two complaints received per 1,000 homes.	25.6 (2023/2024: 11.7)	17.2 (2023/2024: 9.7)	
CH02 (1)	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	82.8% (2023/2024: 62.4%)	84.1% (2023/2024: 63.8%)	
CH02 (2)	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	78.3% (2023/2024: 61.5%)	83.2% (2023/2024: 67.9%)	

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