

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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