

Tenant Satisfaction Measures 2024/25

We are committed to being open and transparent about how we are performing as your landlord. Each year, we report on Tenant Satisfaction Measures (TSMs), which are set by the Regulator of Social Housing. These measures show how satisfied tenants are with our services, how well we carry out repairs and safety checks, how we respond to complaints, and how safe and well-maintained our homes are.

Tenant Feedback (Survey Results)*

Code	Issue	Result
TP01	Overall satisfaction	67.9%
TP02	Satisfaction with repairs	60.8%
TP03	Satisfaction with time taken to complete most recent repair	54.4%
TP04	Satisfaction that the home is well maintained	61.5%
TP05	Satisfaction that the home is safe	69.1%
TP06	Satisfaction that the landlord listens to tenant views and acts upon them	56.2%
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	58.5%
TP08	Agreement that the landlord treats tenants fairly and with respect	72.7%
TP09	Satisfaction with the landlord's approach to handling complaints	42.4%
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained	58.3%
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods	59.9%
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour	62.1%

**These results exclude our tenants' properties in Wales.*

Performance Results (Management Information)

Code	Issue	Result
CH01	Complaints relative to the size of the landlord	Stage 1: 93 (67.3 per 1,000 homes); Stage 2: 8 (5.8 per 1,000 homes)
CH02	Complaints responded to within Complaint Handling Code timescales	Stage 1: 90.3% (84 out of 93); Stage 2: 87.5% (7 out of 8)
NM01	Anti-social behaviour cases relative to the size of the landlord	10 cases (7.2 per 1,000 homes); 0 hate-related
RP01	Homes that do not meet the Decent Homes Standard	5.8% (80 out of 1,381 homes)
RP02	Repairs completed within target timescale	Non-emergency: 83% (8,587 out of 10,346 repairs); Emergency: 92% (1,868 out of 2,031 repairs) Our target timescales: Non-emergency repairs: Maximum 20 working days (range 5 to 20 working days) Emergency repairs: Maximum 24 hours
BS01	Gas safety checks	100%
BS02	Fire safety checks	100%
BS03	Asbestos safety checks	100%
BS04	Water safety checks	100%
BS05	Lift safety checks	100%

These measures help us, and you see where we are performing well and where we need to improve. Safety checks are being completed on all homes. Most emergency repairs are completed quickly, but we are working to improve the speed of non-emergency repairs. While most tenants feel treated fairly and with respect, we know that, despite slight improvement, satisfaction with complaints handling is still low and needs focus. We will use these results to improve our repairs service, strengthen how we handle and learn from complaints, and continue to ensure all homes are safe and well maintained.