

## One Vision Housing Tenant Satisfaction Measures 2025-26

### Overall Satisfaction

		Q1 2024-25	Q2 2024-25	Q3 2024-25	Year to date	Current Target
<b>TP01</b>	Proportion of respondents who report that they are satisfied with the overall service from their landlord.	8350%	8390%	8600%	8450%	8500%

### Keeping properties in a good state of repair

		Q1 2024-25	Q2 2024-25	Q3 2024-25	Year to date	Current Target
<b>TP02</b>	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service.	7360%	7800%	8620%	7950%	8000%
<b>TP03</b>	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.	8120%	8090%	8490%	8240%	8020%
<b>TP04</b>	Proportion of respondents who report that they are satisfied that their home is well maintained.	8180%	8840%	8670%	8580%	8500%
<b>RP01</b>	Proportion of homes that do not meet the Decent Homes Standard.	0%	000%	000%	000%	000%
<b>RP02 (1)</b>	Proportion of emergency responsive repairs completed within the landlord's target timescale.	10000%	10000%	10000%	10000%	9900%
<b>RP02 (2)</b>	Proportion of non-emergency responsive repairs completed within the landlord's target timescale.	7770%	8820%	9290%	8650%	9000%

### Maintaining building safety

		Q1 2024-25	Q2 2024-25	Q3 2024-25	Year to date	Current Target
<b>TP05</b>	Proportion of respondents who report that they are satisfied that their home is safe.	8830%	8960%	8890%	8900%	8730%
<b>BS01</b>	Proportion of homes for which all required gas safety checks have been carried out.	100%	9990%	10000%	10000%	10000%
<b>BS02</b>	Proportion of homes for which all required fire risk assessments have been carried out.	100%	10000%	10000%	10000%	10000%
<b>BS03</b>	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	100%	10000%	10000%	10000%	10000%
<b>BS04</b>	Proportion of homes for which all required legionella risk assessments have been carried out.	100%	10000%	10000%	10000%	10000%
<b>BS05</b>	Proportion of homes for which all required communal passenger lift safety checks have been carried out.	100%	10000%	10000%	10000%	10000%

### Respectful and helpful engagement

		Q1 2024-25	Q2 2024-25	Q3 2024-25	Year to date	Current Target
<b>TP06</b>	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	7230%	7500%	7730%	7510%	8000%
<b>TP07</b>	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	8860%	8840%	9200%	8980%	9000%
<b>TP08</b>	Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	9450%	9490%	9730%	9560%	9000%

### Effective handling of complaints

		Q1 2024-25	Q2 2024-25	Q3 2024-25	Year to date	Current Target
<b>TP09</b>	Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling.	3910%	4140%	2940%	3770%	5000%
<b>CH01 (1)</b>	Number of stage one complaints received per 1,000 homes.	1042	1159	1112	33.13 Expected 45 at year end	2344

<b>CH01 (2)</b>	Number of stage two complaints received per 1,000 homes.	267	226	171	6.72 Expected 8.91 at year end	290
<b>CH02 (1)</b>	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	9737%	10000%	9926%	9901%	10000%
<b>CH02 (2)</b>	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	10000%	10000%	10000%	10000%	10000%

### Responsible neighbourhood management

		Q1 2024-25	Q2 2024-25	Q3 2024-25	Year to date	Current Target
<b>TP10</b>	Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	6880%	6670%	7760%	7160%	7240%
<b>TP11</b>	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	85%	7900%	8750%	8410%	8500%
<b>TP12</b>	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	6740%	7120%	7370%	7130%	6500%
<b>NM01 (1)</b>	Number of anti-social behaviour cases, opened per 1,000 homes.	905	845	639	23.89 Expected 34 at year end	2000
<b>NM01 (2)</b>	Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes	015	030	023	0.685 Expected 0.9 at year end	100