

Tenant Satisfaction Measures 2024/25
Comparison with Regulator of Social Housing's
National Data set



Overall Satisfaction		Performance Year 2024/25	Quartile 24/25	Movement in Quartile
TP01	Proportion of respondents who report that they are satisfied with the overall service from their landlord.	85.5%	1	

Keeping properties in a good state of repair		Performance Year 2024/25	Quartile 24/25	Movement in Quartile
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.	80.8%	1	
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.	82.9%	1	
TP04	Proportion of respondents who report that they are satisfied that their home is well maintained.	86.0%	1	
RP01	Proportion of homes that do not meet the Decent Homes Standard.	0.0%	1	
RP02 (1)	Proportion of non-emergency responsive repairs completed within the landlord's target timescale.	87.5%	2	
RP02 (2)	Proportion of emergency responsive repairs completed within the landlord's target timescale.	99.99%	1	

Maintaining building safety.		Performance Year 2024/25	Quartile 24/25	Movement in Quartile
TP05	Proportion of respondents who report that they are satisfied that their home is safe.	90.3%	1	
BS01	Proportion of homes for which all required gas safety checks have been carried out.	100%	1	
BS02	Proportion of homes for which all required fire risk assessments have been carried out.	100%	1	
BS03	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	100%	1	
BS04	Proportion of homes for which all required legionella risk assessments have been carried out.	100%	1	
BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out.	100%	1	

Respectful and helpful engagement		Performance Year 2024/25	Quartile 24/25	Movement in Quartile
TP06	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	77.8%	1	
TP07	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	89.9%	1	
TP08	Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	95.90%	1	

Effective handling of complaints.		Performance Year 2024/25	Quartile 24/25	Movement in Quartile
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.	36.6%	2	↓
CH01 (1)	Number of stage one complaints received per 1,000 homes.	49.9	2	↑
CH01 (2)	Number of stage two complaints received per 1,000 homes.	9.3	3	↑
CH02 (1)	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	98.9%	1	▬
CH02 (2)	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	100%	1	▬

Responsible neighbourhood management		Performance Year 2024/25	Quartile 24/25	Movement in Quartile
TP10	Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	73.3%	1	▬
TP11	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	84.4%	1	▬
TP12	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	69.5%	1	▬
NM01 (1)	Number of anti-social behaviour cases, opened per 1,000 homes.	30.6	2	▬
NM01 (2)	Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes	0.8	3	▬