

**Tenant Satisfaction Measures**  
**2024/25 & Mid Year 2025/26**  
**Comparison with Housemark National peer group**



		OVH Year-End 24/25	OVH Quartile Year-End 25/26	OVH Mid- Year 25/26	OVH Quartile Mid-Year 25/26	Movement in Quartile
<b>Overall Satisfaction</b>						
TP01	Proportion of respondents who report that they are satisfied with the overall service from their landlord.	85.5%	1	87.6%	1	

		OVH Year-End 24/25	OVH Quartile Year-End 25/26	OVH Mid- Year 25/26	OVH Quartile Mid-Year 25/26	Movement in Quartile
<b>Keeping properties in a good state of repair</b>						
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	83.2%	2	
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	87.4%	1	
TP04	Proportion of respondents who report that they are satisfied that their home is well maintained.	86.0%	1	86.2%	1	
RP01	Proportion of homes that do not meet the Decent Homes Standard.	0.0%	1	0.0%	1	
RP02 (1)	Proportion of non-emergency responsive repairs completed within the landlord's target timescale.	87.5%	2	93.7%	1	
RP02 (2)	Proportion of emergency responsive repairs completed within the landlord's target timescale.	99.99%	1	100%	1	

		OVH Year-End 24/25	OVH Quartile Year-End 25/26	OVH Mid- Year 25/26	OVH Quartile Mid-Year 25/26	Movement in Quartile
<b>Maintaining building safety.</b>						
TP05	Proportion of respondents who report that they are satisfied that their home is safe.	90.3%	1	92.2%	1	
BS01	Proportion of homes for which all required gas safety checks have been carried out.	100%	N/A	100%	1	
BS02	Proportion of homes for which all required fire risk assessments have been carried out.	100%	N/A	100%	1	
BS03	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	100%	N/A	100%	1	
BS04	Proportion of homes for which all required legionella risk assessments have been carried out.	100%	N/A	100%	1	
BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out.	100%	N/A	100%	1	

		OVH Year-End 24/25	OVH Quartile Year-End 25/26	OVH Mid- Year 25/26	OVH Quartile Mid-Year 25/26	Movement in Quartile
<b>Respectful and helpful engagement</b>						
TP06	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	77.8%	1	82.8%	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	92.2%	1	
TP08	Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	95.9%	1	98.0%	1	

<b>Effective handling of complaints.</b>		OVH Year-End 24/25	OVH Quartile Year-End 25/26	OVH Mid- Year 25/26	OVH Quartile Mid-Year 25/26	Movement in Quartile
<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.	36.6%	2	53.1%	1	↑
<b>CH01 (1)</b>	Number of stage one complaints received per 1,000 homes. (*&**)	49.9	3	47.84	3	▬
<b>CH01 (2)</b>	Number of stage two complaints received per 1,000 homes. (*&**)	9.3	3	12.28	3	▬
<b>CH02 (1)</b>	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	98.9%	1	99.7%	1	▬
<b>CH02 (2)</b>	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	100%	1	100%	1	▬

<b>Responsible neighbourhood management</b>		OVH Year-End 24/25	OVH Quartile Year-End 25/26	OVH Mid- Year 25/26	OVH Quartile Mid-Year 25/26	Movement in Quartile
<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.	73.3%	1	75.7%	2	↓
<b>TP11</b>	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	84.4%	1	89.5%	1	▬
<b>TP12</b>	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	69.5%	1	71.7%	1	▬
<b>NM01 (1)</b>	Number of anti-social behaviour cases, opened per 1,000 homes. (*&**)	30.6	2	32.42	2	▬
<b>NM01 (2)</b>	Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes. (*&**)	0.8	3	0.46	2	↑

\* Housemark have not placed top performing Quartiles against these Pls

\*\* These figures are annualised.