Tenant Satisfaction Measures (HPS)



How we performed... (2023-24)

Tenants and Residents (Tenant Perception Survey)



Overall 69%

Overall Satisfaction (TP01)



Repairs **70.2%**

Satisfaction with repairs (TP02)



65%

Satisfied with time taken to complete recent repair (TP03)



Maintenance 66.2%

Satisfied that home is well maintained (TP04)



Safety **69.4%**

Satisfied that home is safe (TP05)

Tenants and Residents (Tenant Perception Survey)



Listens **48.4%**

Satisfied that Landlord listens to tenants (TP06)



Informs 60.1%

Satisfied that Landlord keeps tenant informed (TP07)



Respects 69.7%

Agreement that Landlord treats tenant fairly and respectfully (TP08)



Complaints 33.1%

Satisfied with Landlord's approach to complaints (TP09)



Maintains 54.4%

Satisfied Landlord keeps communal areas clean and well maintained (TP10)

Communities and Neighbourhoods



51.8%

Satisfied
Landlord makes
positive
contribution
(TP11)



43.5%

Satisfied Landlord handles ASB (TP12)



100.1

ASB Cases per 1,000 stock (NM01 (1))



0.7

ASB Hate Related Incidents per 1,000 stock (NM01 (2))

23

Complaints relative to the size of Landlord Stage 1 (CH01 (1))





6.4

Complaints relative to the size of Landlord Stage 2 (CH01 (2))



100%

Complaints responded to within timescales Stage 1 (CH02 (1))



Complaints responded to within timescales Stage 2

(CH02(2))

Repairs and Maintenance



Homes that do not meet Decent Homes Standard (RP01)



86.3%

Repairs completed within target timescale - non emergency (RP02 (1))



99.4%

Repairs completed within target timescale - emergency (RP02 (2))

Homes and Buildings



Gas 99.9% Gas Safety

Checks

(BS01)



Fire 98.6%
Fire Safety

Checks (BS02)



Asbestos **99.4%** Asbestos Safety Checks (BS03)



Water 100%

Water Safety Checks (BS04)



Lifts 100%

Lift Safety Checks (BS05)