










Tenant Satisfaction Measures 2023/2024

	Indicator	BP Target	Q1	Q2
	Overall satisfaction			
TP01	Overall satisfaction with the service provided by the landlord.	65%	58%	61%
	Keeping properties in good repair			
TP02	Satisfaction with repairs	60%	48%	59%
TP03	Satisfaction with the time taken to complete most recent repair	60%	46%	47%
TP04	Satisfaction that the home is well maintained	60%	55%	59%
RP01	Homes that do not meet the decent homes standard	0%	0.61%	2.31%
RP02	Repairs completed within target timescale (Non-Emergency responsive repairs)	75%	53%	47.59%
RP02	Repairs completed within target timescale (Emergency responsive repairs)	100%	72%	80.64%
	Maintaining building safety			
TP05	Satisfaction that their home is safe	80%	68%	72%
	Safety checks			
BS01	% of homes with a valid LGSR within timescale. (Gas)	100%	99.96%	100%
BS02	% of fire risk assessments completed within timescale	100%	99.55%	96.94%
BS03	% of pre-2000 homes and communal areas with valid asbestos management survey	100%	95.86%	94.77%
BS04	% of legionella risk assessments completed within timescale	100%	75%	100%
BS05	% of lifts and lifting equipment with valid thorough examination and service record within timescale	100%	100%	100%
	Respectful and helpful engagement			
TP06	Satisfaction that the landlord listens to tenants views and acts upon them	60%	51%	47%
TP07	Satisfaction that the landlord keep tenants informed about things that matter to them	70%	70%	70%
TP08	Agreement that the landlord treats tenants fairly and with respect	80%	70%	69%
	Effective handling of complaints			
TP09	Satisfaction with the landlords approach to handling complaints	50%	23%	20%
CH01	Complaints relative to the size of the landlord (Stage one)	100	3.73	7.27
CH01	Complaints relative to the size of the landlord (Stage two)	10	0.15	0.62
CH02	Complaints responded to within complaint handling code timescale (Stage one)	70%	39%	31%
CH02	Complaints responded to within complaint handling code timescale (Stage two)	100%	100%	64%
	Responsible neighbourhood management			

TP10	Satisfaction that the landlord keeps communal areas clean and well maintained	60%	52%		44%	
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods	60%	54%		63%	
TP12	Satisfaction with the landlords approach to ASB	60%	44%		54%	
NM01	Anti social behaviour cases relative to the size of the landlord	15	18.49		18.34	
NM01	Anti social behaviour cases relative to the size of the landlord (Hate crime related only)	0	0.33		1.86	