

Proportion of homes for which all required **fire risk assessments** have been carried out.

99%

100%

Proportion of homes for which all required **lift safety checks** have been carried out.

## Tenant Satisfaction Measures

78%

Proportion of homes for which all required **water safety checks** have been carried out.

80%

Proportion of homes for which all required **asbestos safety checks** have been carried out.

100%

Proportion of homes for which all required **gas safety checks** have been carried.

The Tenant Satisfaction Measures were introduced by the Regulator of Social Housing in April 2023. They are 22 different measures that help us to understand how well we are performing in areas such as health & safety, fixing repairs, engaging with our residents, neighbourhood management and responding to feedback. This is our first report to share our results.

To find out more about the Tenant Satisfaction Measures click [here](#).

Number of anti-social behaviour cases, opened per 1,000 homes.

99

Number of anti-social behaviour cases that involve hate incidents, opened per 1,000 homes.

0

Proportion of homes that do not meet the Decent Homes Standard.

0

Proportion of non-emergency responsive repairs completed within the target timescales.

87%

Proportion of emergency responsive repairs completed within the Landlord's target timescales.

99%

Number of stage one complaints received per 1,000 homes.

17

Number of stage two complaints received per 1,000 homes.

0

Proportion of stage one complaints responded to within the Housing Ombudsman's Complaints Handling Code timescales.

50%

Proportion of stage two complaints responded to within the Housing Ombudsman's Complaints Handling Code timescales.

N/A

# Tenant Perception Survey

Proportion of respondents who report that they are satisfied with the overall service from their landlord.

96%

Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service.

91%

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.

93%

Proportion of respondents who report that they are satisfied that their home is well maintained.

93%

Proportion of respondents who report that they are satisfied that their home is safe.

93%

Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.

93%

We gave all our 193 residents the opportunity to complete the survey in the Autumn of 2023 with 125 people providing a response – a 65% return rate.

To make it as easy as possible to complete the survey we communicated a range of ways to do this. Tenants could complete the survey via telephone with one of our Team members, face to face with a Housing Officer or via an online form.

Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.

92%

Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.

93%

Proportion of respondents who report that they agree their landlord treats them fairly and with respect.

98%

Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling.

66%

Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.

73%

Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.

81%

We have shared the results of the Tenant Satisfaction Measures with our Board of Directors and in response to what respondents have told us we are taking several actions to continue to develop our services, including:

- Increasing our network of contractors to maintain an excellent service and reduce the time taken to complete specialist repairs.
- Working closely with third parties to increase compliance of building safety checks.
- Updating all our records to make sure we know the best way to contact each of our residents.
- Developing our appointment reminder services.
- More meetings in our shared buildings to better understand how we can make a positive contribution to our neighbourhoods.
- Delivering additional training to our staff team on how to handle complaints effectively and anti-social behaviour.

We would like to take this opportunity to thank everyone who submitted a response.