

Appendix 2 – Tenant Satisfaction Measures 2024/2025

Comparison with 2023/2024 data

Management Information

The rate of complaints has decreased from 2023/24, in comparison to the rate of ASB cases increasing. Four out of five safety measures meet internal target, with Gas Safety checks fractionally below. Response times for stage one complaints has improved and meets internal target and the response times for stage two complaints is also considered satisfactory (only one complaint was out of timescale by one day). The volume of repairs is comparable with last year and performance has improved for non-emergency repairs ensuring both repairs targets are met.

TSM Code	TSM Issue	2023/24 Outturn	2024/25 Outturn	2024/25 Target (Council Target)
CH01 (1)	Complaints relative to the size of the landlord – Number of stage one complaints per 1,000 homes	20.8	19.0	N/a
CH01 (2)	Complaints relative to the size of the landlord – Number of stage two complaints per 1,000 homes	2.0	4.0	N/a
CH02 (1)	Complaints responded to within Complaint Handling Code timescales – Proportion of stage one complaints responded to within timescale	84.6%	100%	100%
CH02 (2)	Complaints responded to within Complaint Handling Code timescales - Proportion of stage two complaints responded to within timescale	100%	95.0%	100%
NM01 (1)	Anti-social behaviour cases relative to the size of the landlord – Number of anti-social behaviour cases per 1,000 homes	56.5	71.1	N/a
NM01 (2)	Anti-social behaviour cases relative to the size of the landlord – Number of anti-social behaviour cases that involve hate incidents per 1,000 homes	0.2	2.0	N/a
RP01	Homes that do not meet the Decent Homes Standard	16.0%	1.0%	3%
RP02 (1)	Repairs completed within target timescale (Non-emergency repairs)	79.8%	88.9%	80%
RP02 (2)	Repairs completed within target timescale (Emergency repairs)	95.5%	94.0%	90%
BS01	Gas safety checks	99.2%	99.5%	100%
BS02	Fire safety checks	100%	100%	100%
BS03	Asbestos safety checks	100%	100%	100%
BS04	Water safety checks	69%	100%	100%
BS05	Lift safety checks	84.5%	100%	100%

Perception Measures

The national evaluation of the 2023/24 TSM data highlighted the impact of return method on the level of satisfaction. The following table compares our published outturn for 2023/24 with our outturn for 2024/25. While a number of the measures have a slightly lower satisfaction rate, others have improved. All measures remain above the national average for 2023/24.

It is likely that our lower rates are reflective of the increase of returns via email/internet (which generates lowers satisfaction rates), and the fact that this year's sample had a higher proportion of responses from General needs housing which are traditionally less satisfied than our Housing for older people and Sheltered housing tenants.

Code	TSMs collected from tenant perception surveys	2023/24 Outturn	2024/25 Outturn	2023/24 Average
TP01	Overall satisfaction	86.9%	86.0%	71.3%
TP02	Satisfaction with repairs	89.0%	83.9%	72.3%
TP03	Satisfaction with time taken to complete most recent repair	86.6%	84.2%	67.4%
TP04	Satisfaction that the home is well-maintained	84.3%	81.4%	70.8%
TP05	Satisfaction that the home is safe	87.0%	85.4%	76.7%
TP06	Satisfaction that the landlord listens to tenant views and acts upon them	69.9%	67.8%	60.4%
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	74.6%	75.7%	70.3%
TP08	Satisfaction that the landlord treats tenants fairly and with respect	83.8%	82.9%	76.8%
TP09	Satisfaction with the landlord's approach to handling complaints	51.1%	37.8%	34.5%
TP10	Satisfaction that the landlord keeps communal areas clean and well-maintained	74.6%	76.1%	65.1%
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods	72.6%	72.1%	63.1%
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour	64.4%	65.8%	57.8%