

## Appendix 1 – Tenant Satisfaction Measures 2023-24 and Mid-year 2024-25

Tenant Satisfaction Measure - Landlord Measure		Rotherham 2023/24	National Results 2023/24	Mid-year Rotherham 2024/25 Results
RP01	Homes that do not meet the decent homes standard	12.0%	0.5%	6.2%
RP02	(1) Non-Emergency Repairs completed within target timescale	97.0%	81.3%	
	2) Emergency Repairs completed within target timescale	99.1%	95.3%	99.4%
BS01	Gas safety checks	99.9%	100%	99.9%
BS02	Fire safety checks	100%	100%	98.44%
BS03	Asbestos safety checks	100%	100%	100%
BS04	Water safety checks	100%	100%	100%
BS05	Lift Safety Checks	91.3%	100%	85.1%
NM01	Anti-social behaviour cases relative to the size of the landlord	69.6	35.2	Measured annually
	Number of anti-social behaviour cases that involve hate incidents opened	0.3	0.6	Measured annually

	(per 1,000 homes)			
CH01	Stage One complaints relative to the size of the landlord (per 1,000 homes)	26.9	42.5	Measured annually
	Stage Two complaints relative to the size of the landlord (per 1,000 homes)	0.9	5.7	Measured annually
CH02	% Stage One complaints responded to within Complaint Handling Code timescale	82.3	82.3	77.6%
	% Stage Two complaints responded to within Complaint Handling Code timescales	55.5	83.6	0% Note: 2 complaints not dealt with in timescale.

**Tenant Satisfaction Measures - Perception Measures (as at 22<sup>nd</sup> November 24)**

**TP01. Proportion of respondents who report they are satisfied with the overall service of their landlord.**

<b>Rotherham Council</b>				<b>National Results</b>		
	<b>Satisfied</b>	<b>Neither</b>	<b>Dissatisfied</b>	<b>Median</b>	<b>Lower Quartile</b>	<b>Upper Quartile</b>
<b>2023/24</b>	76.9%	10.5%	12.6%	71.3%	61.7%	78.4%
<b>Mid-year 2024/25 Results</b>	78.4%	9.5%	12.2%			

**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.**

<b>Rotherham Council</b>				<b>National Results</b>		
	<b>Satisfied</b>	<b>Neither</b>	<b>Dissatisfied</b>	<b>Median</b>	<b>Lower Quartile</b>	<b>Upper Quartile</b>
<b>2023/24</b>	74.1%	7.9%	18.0%	72.3%	65.7%	78.7%
<b>Mid-year 2024/25 Results</b>	79.0%	4.9%	15.0%			

**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.**

<b>Rotherham Council</b>				<b>National Results</b>		
	<b>Satisfied</b>	<b>Neither</b>	<b>Dissatisfied</b>	<b>Median</b>	<b>Lower Quartile</b>	<b>Upper Quartile</b>
<b>2023/24</b>	72.1%	4.4%	23.5%	67.4%	61.1%	75.3%
<b>Mid-year 2024/25 Results</b>	77.4%	4.1%	18.5%			

**TP04. Proportion of respondents who report that they are satisfied that their home is well maintained.**

<b>Rotherham Council</b>				<b>National Results</b>		
	<b>Satisfied</b>	<b>Neither</b>	<b>Dissatisfied</b>	<b>Median</b>	<b>Lower Quartile</b>	<b>Upper Quartile</b>
<b>2023/24</b>	77.6%	7.0%	15.4%	70.8%	64.4%	77.6%
<b>Mid-year 2024/25 Results</b>	78.4%	7.0%	14.6%			

**TP05. Proportion of respondents who report that they are satisfied that their home is safe.**

<b>Rotherham Council</b>				<b>National Results</b>		
	<b>Satisfied</b>	<b>Neither</b>	<b>Dissatisfied</b>	<b>Median</b>	<b>Lower Quartile</b>	<b>Upper Quartile</b>
<b>2023/24</b>	81.1%	5.8%	13.1%	76.5%	70.5%	82.5%
<b>Mid-year 2024/25 Results</b>	81.5%	6.0%	12.5%			

**TP06. Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.**

<b>Rotherham Council</b>				<b>National Results</b>		
	<b>Satisfied</b>	<b>Neither</b>	<b>Dissatisfied</b>	<b>Median</b>	<b>Lower Quartile</b>	<b>Upper Quartile</b>
<b>2023/24</b>	70.5%	10.5%	19.0%	60.4%	52.3%	67.9%
<b>Mid-year 2024/25 Results</b>	73.3%	9.2%	17.6%			

**TP07. Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.**

<b>Rotherham Council</b>				<b>National Results</b>		
	<b>Satisfied</b>	<b>Neither</b>	<b>Dissatisfied</b>	<b>Median</b>	<b>Lower Quartile</b>	<b>Upper Quartile</b>
<b>2023/24</b>	74.0%	10.5%	15.4%	70.3%	63.8%	75.9%
<b>Mid-year 2024/25 Results</b>	76.6%	8.7%	14.7%			

**TP08. Proportion of respondents who report that they agree their landlord treats them fairly and with respect.**

<b>Rotherham Council</b>				<b>National Results</b>		
	<b>Satisfied</b>	<b>Neither</b>	<b>Dissatisfied</b>	<b>Median</b>	<b>Lower Quartile</b>	<b>Upper Quartile</b>
<b>2023/24</b>	83.6%	8.2%	8.2%	76.8%	70.8%	82.8%
<b>Mid-year 2024/25 Results</b>	83.0%	9.8%	7.2%			

**TP09. Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling.**

<b>Rotherham Council</b>				<b>National Results</b>		
	<b>Satisfied</b>	<b>Neither</b>	<b>Dissatisfied</b>	<b>Median</b>	<b>Lower Quartile</b>	<b>Upper Quartile</b>
<b>2023/24</b>	36.2%	7.6%	56.2%	34%	27.5%	41.1%
<b>Mid-year 2024/25 Results</b>	34.4%	7.6%	58.0%			

**TP10. Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.**

<b>Rotherham Council</b>				<b>National Results</b>		
	<b>Satisfied</b>	<b>Neither</b>	<b>Dissatisfied</b>	<b>Median</b>	<b>Lower Quartile</b>	<b>Upper Quartile</b>
<b>2023/24</b>	71.6%	7.4%	20.9%	65.1%	58.2%	71.7%
<b>Mid-year 2024/25 Results</b>	68.8%	7.0%	24.3%			

**TP11. Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood**

<b>Rotherham Council</b>				<b>National Results</b>		
	<b>Satisfied</b>	<b>Neither</b>	<b>Dissatisfied</b>	<b>Median</b>	<b>Lower Quartile</b>	<b>Upper Quartile</b>
<b>2023/24</b>	72.4%	9.9%	17.7%	63.1%	55.1%	70.4%
<b>Mid-year 2024/25 Results</b>	72.4%	9.8%	17.8%			

**TP12. Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.**

<b>Rotherham Council</b>				<b>National Results</b>		
	<b>Satisfied</b>	<b>Neither</b>	<b>Dissatisfied</b>	<b>Median</b>	<b>Lower Quartile</b>	<b>Upper Quartile</b>
<b>2023/24</b>	64.9%	11.8%	23.3%	57.8%	51.3%	64.8%
<b>Mid-year 2024/25 Results</b>	62.3%	11.2%	26.5%			