

## Appendix 1

### Tenant Satisfaction Landlord and Perception Measures 2023-24 and 2024-25

Tenant Satisfaction Measure - Landlord Measure		Rotherham 2023/24	National Results 2023/24		Rotherham 2024/25 Results	Previous Year Comparison
RP01	Homes that do not meet the decent homes standard	12.0%	0.5%		7.2%	+4.8%
RP02	(1) Non-Emergency Repairs completed within target timescale	97.0%	81.3%		96.7%	-0.3%
	2) Emergency Repairs completed within target timescale	99.0%	95.3%		98.6%	-0.4%
BS01	Gas safety checks	99.9%	100%		100%	+0.01%
BS02	Fire safety checks	100%	100%		100%	=
BS03	Asbestos safety checks	100%	100%		100%	=
BS04	Water safety checks	100%	100%		100%	=
BS05	Lift Safety Checks	91.3%	100%		100%	+8.7%
NM01	Anti-social behaviour cases relative to the size of the landlord	69.6	35.2		70.4	-0.8
	Number of anti-social behaviour cases that involve hate incidents opened (per	0.3	0.6		0.4	-0.1

	1,000 homes)					
CH01	Stage One complaints relative to the size of the landlord (per 1,000 homes	26.9	42.5		17.7	-9.2
	Stage Two complaints relative to the size of the landlord (per 1,000 homes)	0.9	5.7		0.8	-0.1
CH02	% Stage One complaints responded to within Complaint Handling Code timescale	82.3	82.3		78.1	-4.2
	% Stage Two complaints responded to within Complaint Handling Code timescales	55.5	83.6		37.5	-18.0

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

Rotherham Council				National Results		
	Satisfied +1.3% ↑	Neither	Dissatisfied	Median	Lower Quartile	Upper Quartile
2023/24	76.9%	10.5%	12.6%	71.3%	61.7%	78.4%
2024/25	78.2%	10.1%	11.7%			

**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.**

Rotherham Council				National Results		
	Satisfied +4.5% ↑	Neither	Dissatisfied	Median	Lower Quartile	Upper Quartile
2023/24	74.1%	7.9%	18.0%	72.3%	65.7%	78.7%
2024/25	78.6%	6.7%	14.7%			

**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.**

Rotherham Council				National Results		
	Satisfied +5.5% ↑	Neither	Dissatisfied	Median	Lower Quartile	Upper Quartile
2023/24	72.1%	4.4%	23.5%	67.4%	61.1%	75.3%
2024/25	77.6%	4.6%	17.8%			

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

Rotherham Council				National Results		
	Satisfied +0.1% ↑	Neither	Dissatisfied	Median	Lower Quartile	Upper Quartile
2023/24	77.6%	7.0%	15.4%	70.8%	64.4%	77.6%
2024/25	77.7%	7.6%	14.7%			

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

Rotherham Council				National Results		
	Satisfied -0.1% ↓	Neither	Dissatisfied	Median	Lower Quartile	Upper Quartile
2023/24	81.1%	5.8%	13.1%	76.5%	70.5%	82.5%
2024/25	81.0%	6.6%	12.4%			

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

Rotherham Council				National Results		
	Satisfied +1% ↑	Neither	Dissatisfied	Median	Lower Quartile	Upper Quartile
2023/24	70.5%	10.5%	19.0%	60.4%	52.3%	67.9%
2024/25	71.5%	10.1%	18.4%			

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

Rotherham Council				National Results		
	Satisfied +2.8% ↑	Neither	Dissatisfied	Median	Lower Quartile	Upper Quartile
2023/24	74.0%	10.5%	15.4%	70.3%	63.8%	75.9%
2024/25	76.8%	9.2%	14.0%			

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

Rotherham Council				National Results		
	Satisfied -0.6% ↓	Neither	Dissatisfied	Median	Lower Quartile	Upper Quartile
2023/24	83.6%	8.2%	8.2%	76.8%	70.8%	82.8%
2024/25	83.0%	9.9%	7.1%			

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.

Rotherham Council				National Results		
	Satisfied -1.6% ↓	Neither	Dissatisfied	Median	Lower Quartile	Upper Quartile
2023/24	36.2%	7.6%	56.2%	34%	27.5%	41.1%
2024/25	34.5%	7.0%	58.4%			

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

Rotherham Council				National Results		
	Satisfied -3.5% ↓	Neither	Dissatisfied	Median	Lower Quartile	Upper Quartile
2023/24	71.6%	7.4%	20.9%	65.1%	58.2%	71.7%
2024/25	68.1%	6.6%	25.3%			

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

Rotherham Council				National Results		
	Satisfied -1.2% ↓	Neither	Dissatisfied	Median	Lower Quartile	Upper Quartile
2023/24	72.4%	9.9%	17.7%	63.1%	55.1%	70.4%
2024/25	71.2%	10.9%	17.9%			

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

Rotherham Council				National Results		
	Satisfied -1.6% ↓	Neither	Dissatisfied	Median	Lower Quartile	Upper Quartile
2023/24	64.9%	11.8%	23.3%	57.8%	51.3%	64.8%
2024/25	63.3%	11.7%	25.0%			