

Appendix 1

Tenant Satisfaction Landlord and Perception Measures 2023-24, 2024-25 and 2025/26 mid-year

Tenant Satisfaction Measure - Landlord Measure		Rotherham 2023/24	National Results 2024/25		2024/25 Results	2025/26 mid-year	Comparison 2024/25 vs 2025/26 mid-year
RP01	Homes that do not meet the decent homes standard	12.0%	0.5%		7.2%	6.4%	+0.8% (improved)
RP02	(1) Non-Emergency Repairs completed within target timescale	97.0%	82.5%		96.7%	98.9%	+2.2% (improved)
	2) Emergency Repairs completed within target timescale	99.0%	94.9%		98.6%	98.4%	-0.2% (declined)
BS01	Gas safety checks	99.9%	100%		100%	99.9%	-0.1% (declined)
BS02	Fire safety checks	100%	100%		100%	100%	=
BS03	Asbestos safety checks	100%	100%		100%	100%	=
BS04	Water safety checks	100%	100%		100%	100%	=
BS05	Lift Safety Checks	91.3%	100%		100%	100%	=
NM01	Anti-social behaviour cases relative to the size of the landlord	69.6	36		70.4	44.8	Reduction of 25.6
	Number of anti-social behaviour cases that involve hate incidents opened (per 1,000 homes)	0.3	0.7		0.4	0.1	Reduction of 0.3
CH01	Stage One complaints relative to the size of the landlord (per 1,000 homes)	26.9	53.5		17.7	8.8	Reduction of 8.9
	Stage Two complaints relative to the size of the landlord (per 1,000 homes)	0.9	8.3		0.8	0.6	Reduction of 0.2
CH02	% Stage One complaints responded to within Complaint Handling Code timescale	82.3	89.9%		78.1	81.9	+3.8 (improved)
	% Stage Two complaints responded to within Complaint Handling Code timescales	55.5	88.9		37.5	50.0	+12.5 (improved)

Tenant Satisfaction Perception Measures

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

Rotherham Council					National Results (2024/25)		
	Satisfied	Neither	Dissatisfied		Median	Lower Quartile	Upper Quartile
2023/24	76.9%	10.5%	12.6%		71.8%	64.7%	78.9%
2024/25	78.2%	10.1%	11.7%				
2025/26 mid-year	77.6%	9.9%	12.5%				

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 (2024/25)		
	Satisfied	Neither	Dissatisfied		Median	Lower Quartile	Upper Quartile
2023/24	74.1%	7.9%	18.0%		73.6%	66.8%	79.6%
2024/25	78.6%	6.7%	14.7%				
2025/26 mid-year	78.9%	7.4%	13.7%				

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 (2024/25)		
	Satisfied	Neither	Dissatisfied		Median	Lower Quartile	Upper Quartile
2023/24	72.1%	4.4%	23.5%		69.5%	63.0%	76.5%
2024/25	77.6%	4.6%	17.8%				
2025/26 mid-year	79.5%	9%	11.5%				

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

Rotherham Council					National Results (2024/25)		
	Satisfied	Neither	Dissatisfied		Median	Lower Quartile	Upper Quartile
2023/24	77.6%	7.0%	15.4%		71.9%	65.5%	77.8%
2024/25	77.7%	7.6%	14.7%				
2025/26 mid-year	76.9%	8%	15.1%				

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

Rotherham Council					National Results (2024/25)		
	Satisfied	Neither	Dissatisfied		Median	Lower Quartile	Upper Quartile
2023/24	81.1%	5.8%	13.1%		77.6%	71.8%	82.9%
2024/25	81.0%	6.6%	12.4%				
2025/26 mid-year	81.4%	7%	11.6%				

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 (2024/25)		
	Satisfied	Neither	Dissatisfied		Median	Lower Quartile	Upper Quartile
2023/24	70.5%	10.5%	19.0%		61.6%	54.1%	69.3%
2024/25	71.5%	10.1%	18.4%				
2025/26 mid-year	68.2%	11.2%	20.6%				

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 (2024/25)		
	Satisfied	Neither	Dissatisfied		Median	Lower Quartile	Upper Quartile
2023/24	74.0%	10.5%	15.4%		72.0%	65.9%	77.3%
2024/25	76.8%	9.2%	14.0%				
2025/26 mid-year	75.6%	9.7%	14.7%				

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

Rotherham Council					National Results (2024/25)		
	Satisfied	Neither	Dissatisfied		Median	Lower Quartile	Upper Quartile
2023/24	83.6%	8.2%	8.2%		77.9%	72.6%	83.9%
2024/25	83.0%	9.9%	7.1%				
2025/26 mid-year	83%	10.2%	6.8%				

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 (2024/25)		
	Satisfied	Neither	Dissatisfied	Median	Lower Quartile	Upper Quartile
2023/24	36.2%	7.6%	56.2%	35.5%	29.6%	42.1%
2024/25	34.5%	7.0%	58.4%			
2025/26 mid-year	33.5%	7.8%	58.7%			

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 (2024/25)		
	Satisfied	Neither	Dissatisfied	Median	Lower Quartile	Upper Quartile
2023/24	71.6%	7.4%	20.9%	66.7%	60.7%	72.8%
2024/25	68.1%	6.6%	25.3%			
2025/26 mid-year	73.1%	6.5%	20.4%			

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

Rotherham Council				National Results (2024/25)		
	Satisfied	Neither	Dissatisfied	Median	Lower Quartile	Upper Quartile
2023/24	72.4%	9.9%	17.7%	64.6%	57.7%	71.7%
2024/25	71.2%	10.9%	17.9%			
2025/26 mid-year	71.1%	10%	18.9%			

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

Rotherham Council				National Results (2024/25)		
	Satisfied	Neither	Dissatisfied	Median	Lower Quartile	Upper Quartile
2023/24	64.9%	11.8%	23.3%	59.5%	54.7%	66.4%
2024/25	63.3%	11.7%	25.0%			
2025/26 mid-year	61.2%	11.8%	27%			