

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% | | | |