

## Appendix 1

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

Tenant Satisfaction Measure - Landlord Measure		Rotherham 2023/24	National Results 2024/25	2024/25 Results	2025/26	Comparison 2024/25 vs 2025/26
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%	97.5%	+0.8% (improved)
	2) Emergency Repairs completed within target timescale	99.0%	94.9%	98.6%	98.6%	+0.0% (static)
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	69.8	Reduction of 0.6
	Number of anti-social behaviour cases that involve hate incidents opened (per 1,000 homes)	0.3	0.7	0.4	0.3	Reduction of 0.1
CH01	Stage One complaints relative to the size of the landlord (per 1,000 homes)	26.9	53.5	17.7	23.1	Increase of 5.4
	Stage Two complaints relative to the size of the landlord (per 1,000 homes)	0.9	8.3	0.8	1.8	Increase of 1.0
CH02	% Stage One complaints responded to within Complaint Handling Code timescale	82.3%	89.9%	78.1%	84.7%	+6.6 (improved)
	% Stage Two complaints responded to within Complaint Handling Code timescales	55.5%	88.9%	37.5%	22.9%	-14.6 (declined)

**Summary of tenant perception survey results:**

Measure	RMBC Results (2024/25)	RMBC Results 2025/26*	Diff to 2024/25	Diff to 2023/24	RSH Median 2024/25	RSH Upper Quartile 2024/25
TP01 - Overall satisfaction.	78.2%	77.6%	-0.6%	+0.7%	71.8%	78.9% Target
TP02 - Satisfaction with repairs.	78.6%	78.7%	+0.1%	+4.6%	73.6%	79.6% Target
TP03 - Satisfaction with time taken to complete most recent repair.	77.6%	78.1%	+0.5%	+6.0%	69.5%	76.5% Target
TP04 - Satisfaction that the home is well maintained.	77.7%	77.4%	-0.3%	-0.2%	71.9%	77.8% Target
TP05 - Satisfaction that the home is safe.	81.0%	81.8%	+0.8%	+0.7%	77.6%	82.9% Target
TP06 - Satisfaction that the landlord listens to tenant views and acts upon them.	71.5%	69.7%	-1.8%	-0.8%	61.6%	69.3% Target

Measure	RMBC Results (2024/25)	RMBC Results 2025/26*	Diff to 2024/25	Diff to 2023/24	RSH Median 2024/25	RSH Upper Quartile 2024/25
TP07 - Satisfaction that the landlord keeps tenants informed about things that matter to them.	76.8%	76.4%	-0.4%	+2.4%	72.0%	77.3% Target
TP08 - Agreement that the landlord treats tenants fairly and with respect.	83.0%	83.1%	+0.1%	-0.5%	77.9%	83.9% Target

TP09 - Satisfaction with the landlord's approach to handling complaints.	34.5%	34.5%	0.0%	-1.7%	35.5% Target	42.1%
TP10 - Satisfaction that the landlord keeps communal areas clean and well maintained.	68.1%	72.9%	+4.8%	+1.3%	66.7%	72.8% Target
TP11 - Satisfaction that the landlord makes a positive contribution to neighbourhoods.	71.2%	71.7%	+0.5%	-0.7%	64.6%	71.7% Target
TP12 - Satisfaction with the landlord's approach to handling anti-social behaviour.	63.3%	61.6%	-1.7%	-3.3%	59.5%	66.4% Target

### 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	77.6%	9.6%	12.8%			

**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	78.7%	7.3%	14.0%			

**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 (2024/25)</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%	69.5%	63.0%	76.5%
<b>2024/25</b>	77.6%	4.6%	17.8%			
<b>2025/26</b>	78.1%	4.8%	17.1%			

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

<b>Rotherham Council</b>				<b>National Results (2024/25)</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%	71.9%	65.5%	77.8%
<b>2024/25</b>	77.7%	7.6%	14.7%			
<b>2025/26</b>	77.4%	7.8%	14.8%			

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

<b>Rotherham Council</b>				<b>National Results (2024/25)</b>		
	<b>Satisfied</b>	<b>Neither</b>	<b>Dissatisfied</b>	<b>Median</b>	<b>Lower Quartile</b>	<b>Upper Quartile</b>
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<b>2023/24</b>	81.1%	5.8%	13.1%	77.6%	71.8%	82.9%
<b>2024/25</b>	81.0%	6.6%	12.4%			
<b>2025/26</b>	81.8%	6.3%	11.9%			

**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 (2024/25)</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%	61.6%	54.1%	69.3%
<b>2024/25</b>	71.5%	10.1%	18.4%			
<b>2025/26</b>	69.7%	10.8%	19.4%			

**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 (2024/25)</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%	72.0%	65.9%	77.3%
<b>2024/25</b>	76.8%	9.2%	14.0%			
<b>2025/26</b>	76.4%	9.7%	13.9%			

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

<b>Rotherham Council</b>				<b>National Results (2024/25)</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%	77.9%	72.6%	83.9%
<b>2024/25</b>	83.0%	9.9%	7.1%			
<b>2025/26</b>	83.1%	9.7%	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 (2024/25)</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%	35.5%	29.6%	42.1%
<b>2024/25</b>	34.5%	7.0%	58.4%			
<b>2025/26</b>	34.5%	8.2%	57.2%			

**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 (2024/25)</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%	66.7%	60.7%	72.8%
<b>2024/25</b>	68.1%	6.6%	25.3%			
<b>2025/26</b>	72.9%	6.2%	20.8%			

**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 (2024/25)</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%	64.6%	57.7%	71.7%
<b>2024/25</b>	71.2%	10.9%	17.9%			
<b>2025/26</b>	71.7%	10.7%	17.6%			

**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 (2024/25)</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%	59.5%	54.7%	66.4%
<b>2024/25</b>	63.3%	11.7%	25.0%			
<b>2025/26</b>	61.6%	12.4%	26.0%			