

Appendix 1 – Tenant Satisfaction Measures 2023-24

Tenant Satisfaction Measure - Landlord Measure		2023/24 Data
RP01	Homes that do not meet the Decent Homes Standard	12.0%
RP02	(1) Non-Emergency Repairs completed within target timescale	97.0%
	(2) Emergency Repairs completed within target timescale	99.0%
BS01	Gas safety checks	99.9%
BS02	Fire safety checks	100.0%
BS03	Asbestos safety checks	100.0%
BS04	Water safety checks	100.0%
BS05	Lift safety checks	91.3%
NM01	Anti-social behaviour cases relative to the size of the landlord	69.6
	Number of anti-social behaviour cases that involve hate incidents opened (per 1,000 homes)	0.3
CH01	Stage One complaints relative to the size of the landlord (per 1,000 homes)	26.9
	Stage Two complaints relative to the size of the landlord (per 1,000 homes)	0.9
CH02	% Stage One complaints responded to within Complaint Handling Code timescales	82.3%
	% Stage Two complaints responded to within Complaint Handling Code timescales	55.5%

Tenant Satisfaction Measure - Perception Measure		% from KWEST Report		
		Satisfied	Neither	Dissatisfied
TP01	Proportion of respondents who report that they are satisfied with the overall service from their landlord.	76.9%	10%	13%
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.	74.1%	8%	18%
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.	72.1%	4%	24%
TP04	Proportion of respondents who report that they are satisfied that their home is well maintained.	77.6%	7%	15%
TP05	Proportion of respondents who report that they are satisfied that their home is safe.	81.1%	6%	13%
TP06	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	70.5%	10%	19%
TP07	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	74.0%	11%	15%
TP08	Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	83.6%	8%	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.	36.2%	8%	56%
TP10	Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	71.6%	7%	21%
TP11	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	72.4%	10%	18%
TP12	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	64.9%	12%	23%