

### Tenant Satisfaction Measures 2023

TP01	Overall Satisfaction	81.2%
TP02	Satisfaction with repairs	80.8%
TP03	Satisfaction with time taken to complete most recent repair	80.2%
TP04	Satisfaction that the home is well maintained	75.5%
TP05	Satisfaction that the home is safe	78.9%
TP06	Satisfaction that the landlord listens to tenant views and acts upon them	66.7%
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	75.0%
TP08	Agreement that the landlord treats tenants fairly and with respect	81.0%
TP09	Satisfaction with the landlord's approach to handling complaints	54.1%
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained.	71.0%
TP11	Satisfaction that the landlord makes a positive contribution to Neighbourhoods.	69.5%
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour.	65.0%
CH01	Stage one Complaints relative to the size of the landlord	13.7%
CH02	Stage one Complaints responded to within Complaint Handling Code timescales	100%
CH01	Stage two Complaints relative to the size of the landlord	1.4%
CH02	Stage two Complaints responded to within Complaint Handling Code timescales	100%
NM01	Anti-social behaviour cases relative to the size of the landlord	56.4%

<b>Tenant Satisfaction Measures 2023</b>		
NM01	Anti-social behaviour cases relative to the size of the landlord including hate incidents	0.7%
RP01	Homes that do not meet the Decent Homes Standard	0%
RP02	Repairs completed within target timescale (emergency)	100%
RP02	Repairs completed within target timescale (non-emergency)	94.4%
BS01	Gas safety checks	99.7%
BS02	Fire safety checks	100%
BS03	Asbestos safety checks	100%
BS04	Water safety checks	100%