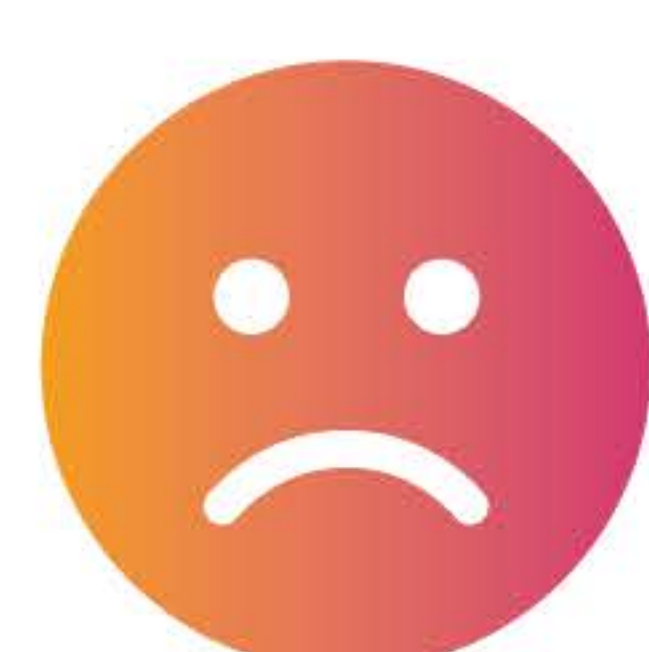
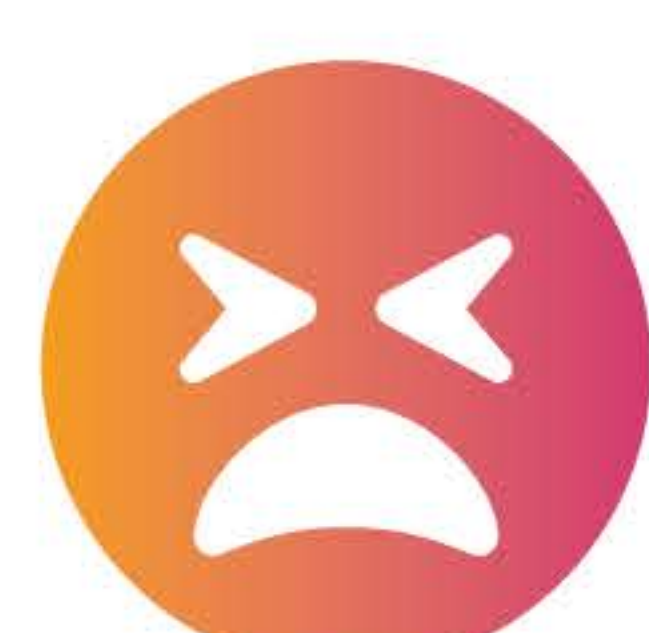


TENANT SATISFACTION MEASURES MANAGEMENT INFORMATION 2023-24



26 stage 1 complaints
per 1000 homes

99% of stage 1 complaints responded to
within the Housing Ombudsman's timescales



4 stage 2 complaints
per 1000 homes

98% of stage 2 complaints responded to
within the Housing Ombudsman's timescales



52 anti-social behaviour
cases per 1000 homes

0.43 anti-social behaviour cases
involving hate incidents per 1000 homes



0.19% of homes don't meet
the Decent Homes Standard

80% of non-emergency responsive repairs
completed within our target timescale



98% of emergency responsive repairs
completed within our target timescale

100% of required gas
safety checks completed



100% of required fire
risk assessments completed

100% of required asbestos
management surveys completed



100% of required legionella
risk assessments completed

100% of required passenger
lift safety checks completed

