

# Tenancy Satisfaction Measures

## 2023/24 - **OPERATIONAL**

| Operational Measures   | Low Cost Rental Accommodation | Low Cost Home Ownership |
|--|-------------------------------|-------------------------|
| Complaints relative to the size of the landlord - <b>Stage 1</b>   | <b>91.9%</b>                  | <b>45.6%</b>            |
| Complaints relative to the size of the landlord - <b>Stage 2</b>   | <b>18.1%</b>                  | <b>12.9%</b>            |
| Complaints responded to within Complaint Handling Timescales - <b>Stage 1</b>                                  | <b>83.1%</b>                  | <b>87.2%</b>            |
| Complaints responded to within Complaint Handling Timescales - <b>Stage 2</b>                                  | <b>16.4%</b>                  | <b>36.4%</b>            |
| Anti-social behaviour cases relative to the size of the landlord   | <b>83.2%</b>                  |                         |
| Anti-social behaviour cases relative to the size of the landlord - hate crime only                             | <b>1.8%</b>                   |                         |
| Homes that do not meet the Decent Homes Standard %   | <b>0.2%</b>                   | <b>N/A</b>              |
| Repairs completed within target timescale - Emergency Repairs  | <b>99.6%</b>                  | <b>N/A</b>              |
| Repairs completed within target timescale - Non-Emergency Repairs  | <b>66.8%</b>                  | <b>N/A</b>              |
| Proportion of homes for which all required gas safety checks have been carried out                             | <b>98.3%</b>                  | -                       |
| Proportion of homes for which all required fire risk assessments have been carried out                         | <b>99.1%</b>                  | -                       |
| Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out | <b>96.4%</b>                  | -                       |
| Proportion of homes for which all required legionella risk assessments have been carried out                   | <b>95.43%</b>                 | -                       |
| Proportion of homes for which all required communal passenger lift safety checks have been carried out         | <b>99.2%</b>                  | -                       |

