

## APPENDIX B – TENANT SATISFACTION MEASURE RESULTS 2024/2025

PERCEPTION SURVEY RESULTS		SHDC 2023- 2024	Sector Benchmark 2023-2024	SHDC 2024-2025	Variance for SHDC year on year
<b>TP01</b>	Proportion of respondents who report that they are satisfied with the overall service from their landlord.	73%	68%	74%	+1%
<b>TP02</b>	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service.	70%	71%	73%	+3%
<b>TP03</b>	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.	62%	66%	76%	+14%
<b>TP04</b>	Proportion of respondents who report that they are satisfied that their home is well maintained.	71%	67%	75%	+4
<b>TP05</b>	Proportion of respondents who report that they are satisfied that their home is safe.	86%	74%	86%	+/- 0%
<b>TP06</b>	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	60%	56%	65%	+5%
<b>TP07</b>	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	73%	67%	76%	+3%
<b>TP08</b>	Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	84%	74%	83%	-1%

<b>TP09</b>	Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling.	28%	29%	34%	+6%
<b>TP10</b>	Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	67%	63%	81%	+14%
<b>TP11</b>	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	66%	60%	72%	+6%
<b>TP12</b>	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	50%	54%	69%	+19%

MANAGEMENT INFORMATION RESULTS		SHDC 2023-2024	SHDC 2024-2025	Variance
<b>BS01</b>	Proportion of homes for which all required gas safety checks have been carried out.	100.0%	100%	+/- 0%
<b>BS02</b>	Proportion of homes for which all required fire risk assessments have been carried out.	100.0%	100%	+/- 0%
<b>BS03</b>	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	100.0%	100%	+/- 0%
<b>BS04</b>	Proportion of homes for which all required legionella risk assessments have been carried out.	100.0%	100%	+/- 0%

<b>BS05</b>	Proportion of homes for which all required communal passenger lift safety checks have been carried out.	100.0%	100%	+/- 0%
<b>NM01 (1)</b>	Number of anti-social behaviour cases, opened per 1,000 homes.	29.0	26.5	-2.5
<b>NM01 (2)</b>	Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes	0.5	0.26	-0.24
<b>RP01</b>	Proportion of homes that do not meet the Decent Homes Standard.	2.5%	1.62%	-1.6%
<b>RP02 (1)</b>	Proportion of non-emergency responsive repairs completed within the landlord's target timescale.	91.0%	91.3%	+0.3%
<b>RP02 (2)</b>	Proportion of emergency responsive repairs completed within the landlord's target timescale.	100.0%	100%	+/- 0%
<b>CH01 (1)</b>	Number of stage one complaints received per 1,000 homes.	9.7	55.64	+45.94
<b>CH01 (2)</b>	Number of stage two complaints received per 1,000 homes.	0.0	7.58	+7.58
<b>CH02 (1)</b>	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	48.6%	94.84%	+46.24%
<b>CH02 (2)</b>	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	0.0	100%	+100%