

TENANT SATISFACTION MEASURES 25/26

LCRA stands for Low Cost Rental Accommodation e.g. general needs, supported housing.

LCHO stands for Low Cost Home Ownership e.g. shared ownership properties.

	LCRA	LCHO	Combined
Proportion of respondents who report that they are satisfied with the overall service from their landlord	45.3%	27.2%	42.0%
Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service.	50.8%		50.8%
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.	44.3%		44.3%
Proportion of respondents who report that they are satisfied that their home is well maintained.	45.1%		45.1%
Proportion of respondents who report that they are satisfied that their home is safe.	53.7%	45.7%	52.4%
Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	36.8%	23.1%	34.3%
Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	43.5%	28.0%	40.6%
Proportion of respondents who report that they agree their landlord treats them fairly and with respect	53.0%	29.6%	48.6%

Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling	16.1%	9.1%	14.6%
Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	48.8%	29.5%	45.0%
Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	36.4%	19.4%	33.3%
Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	38.7%	21.2%	36.0%

	LCRA	LCHO	Combined
Proportion of homes for which all required gas safety checks have been carried out.			98.2%
Proportion of homes for which all required fire risk assessments have been carried out.			98.7%
Proportion of homes for which all required asbestos management surveys or re inspections have been carried out.			94.4%
Proportion of homes for which all required legionella risk assessments have been carried out.			99.9%
Proportion of homes for which all required communal passenger lift safety checks have been carried out.			95.8%

Proportion of homes that do not meet the Decent Homes Standard.	1.4%		
Proportion of non-emergency responsive repairs completed within the landlord's target timescale.	64.6%		
Proportion of emergency responsive repairs completed within the landlord's target timescale.	86.1%		
Number of stage one complaints received per 1,000 homes.	41.3	20.7	31
Number of stage two complaints received per 1,000 homes.	14.7	11.2	12.9
Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	79.2%	87.7%	83.5%
Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	66.7%	79.7%	73.2%
Number of anti-social behaviour cases, opened per 1,000 homes.			76.3
Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes			0.9