

## Tenant Satisfaction Measures 23/24

YMCA St Paul's Group - Tenant Satisfaction Measures 23/24	
<b>Overall Satisfaction</b>	<b>Result</b>
TP01: Proportion of respondents who report that they are satisfied with the overall service from their landlord	67%
<b>Customer Experience</b>	
<b>Customer Experience</b>	<b>Result</b>
CH01(1): Number of stage one complaints received per 1,000 homes	46
CH01(2): Number of stage two complaints received per 1,000 homes	6.6
CH02(1): Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	62%
CH02(2): Proportion of stage two complaints responded to within the Housing Ombudsman's Complaints Handling Code timescales	13%
TP06: Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them	70%
TP07: Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them	69%
TP08: Proportion of respondents who report that they agree their landlord treats them fairly and with respect	83%
TP09: Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their approach to complaints handling	42%
<b>Responsive Repairs</b>	
<b>Responsive Repairs</b>	<b>Result</b>
TP02: Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service	67%
TP03: 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	61%
TP04: Proportion of respondents who report that they are satisfied that their home is well maintained	67%
RP02(1): Proportion of non-emergency responsive repairs completed within the landlord's target timescale	64%
RP02(2): Proportion of emergency responsive repairs completed within the landlord's target timescale	34%
<b>Building Safety</b>	
<b>Building Safety</b>	<b>Result</b>
RP01: Proportion of homes that do not meet the Decent Homes Standard	0.1%
BS01: Proportion of homes for which all required gas safety checks have been carried out	100%
BS02: Proportion of homes for which all required fire risk assessments have been carried out	100%
BS03: Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out	100%
BS04: Proportion of homes for which all required legionella risk assessments have been carried out	100%
BS05: Proportion of homes for which all required communal passenger lift safety checks have been carried out	100%
TP05: Proportion of respondents who report that they are satisfied that their home is safe	61%
<b>Neighbourhood Management</b>	
<b>Neighbourhood Management</b>	<b>Result</b>
NM01: Number of anti-social behaviour cases, opened per 1,000 homes	201.3
NM02: Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes	9.1
TP10: Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained	72%
TP11: Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood	73%
TP12: Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour	67%