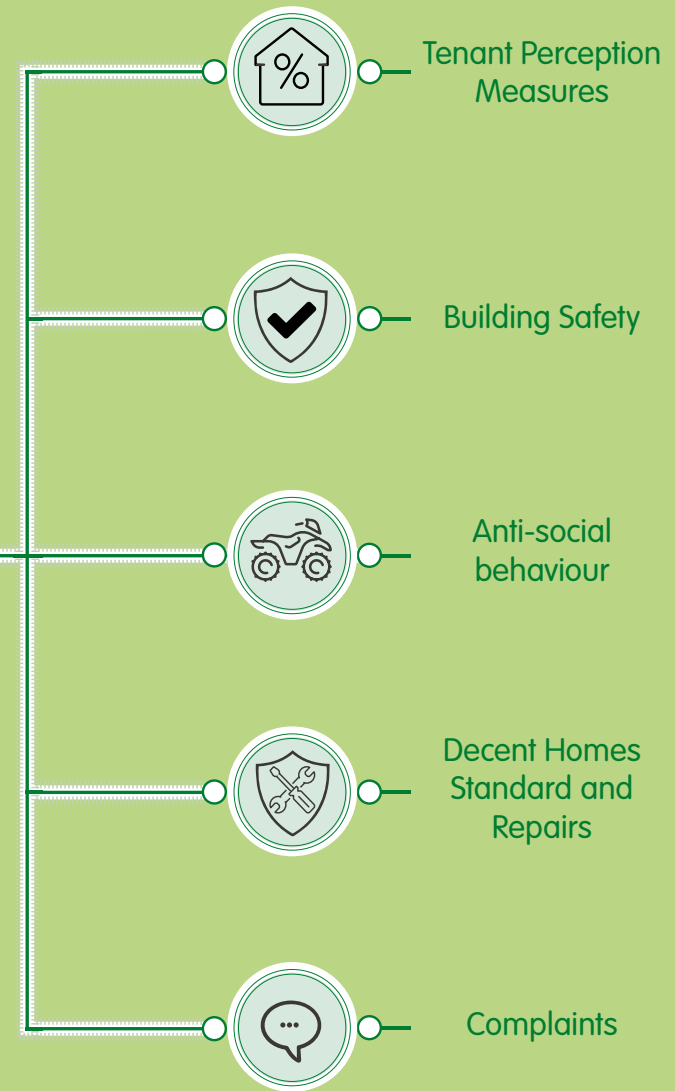




# Tenant Satisfaction Measures

## 2024-25



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## Contents

Tenant Perception Measures	3
Building Safety	4
Anti-social behaviour	4
Decent Homes Standard and Repairs	5
Complaints	5

# Tenant Satisfaction Measures



Ref

Tenant Perception Measures

Performance 2024-25

<b>TP01</b>	Proportion of respondents who report that they are satisfied with the overall service from their landlord.	<b>79.3%</b>
<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.	<b>77.6%</b>
<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.	<b>66.3%</b>
<b>TP04</b>	Proportion of respondents who report that they are satisfied that their home is well maintained.	<b>80.3%</b>
<b>TP05</b>	Proportion of respondents who report that they are satisfied that their home is safe.	<b>81.2%</b>
<b>TP06</b>	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	<b>78.2%</b>
<b>TP07</b>	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	<b>85.4%</b>
<b>TP08</b>	Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	<b>87.4%</b>
<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.	<b>49.2%</b>
<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.	<b>78.3%</b>
<b>TP11</b>	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	<b>79.0%</b>
<b>TP12</b>	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	<b>77.9%</b>

# Tenant Satisfaction Measures



Ref

Building Safety

Performance 2024-25

<b>BS01</b>	Proportion of homes for which all required gas safety checks have been carried out.	<b>100%</b>
<b>BS02</b>	Proportion of homes for which all required fire risk assessments have been carried out.	<b>100%</b>
<b>BS03</b>	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	<b>100%</b>
<b>BS04</b>	Proportion of homes for which all required legionella risk assessments have been carried out.	<b>100%</b>
<b>BS05</b>	Proportion of homes for which all required communal passenger lift safety checks have been carried out.	<b>100%</b>



Ref

Anti-social behaviour

Performance 2024-25

<b>NM01</b>	Number of anti-social behaviour cases, opened per 1,000 homes.	<b>112.9</b>
<b>NM01</b>	Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes	<b>2.5</b>

# Tenant Satisfaction Measures



Ref

Decent Homes Standard and Repairs

Performance 2024-25

<b>RP01</b>	Proportion of homes that do not meet the Decent Homes Standard.	<b>0.2%</b>
<b>RP02 (1)</b>	Proportion of non-emergency responsive repairs completed within the landlord's target timescale.	<b>82.8%</b>
<b>RP02 (2)</b>	Proportion of emergency responsive repairs completed within the landlord's target timescale.	<b>100.0%</b>



Ref

Complaints

Performance 2024-25

<b>CH01 (1)</b>	Number of stage one complaints received per 1,000 homes.	<b>54.5</b>
<b>CH01 (2)</b>	Number of stage two complaints received per 1,000 homes.	<b>11.0</b>
<b>CH02 (1)</b>	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	<b>93.5%</b>
<b>CH02 (2)</b>	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	<b>94.3%</b>

Our TSM summary of approach and representativeness can be found at <https://www.salixhomes.co.uk/about-us/performance/>