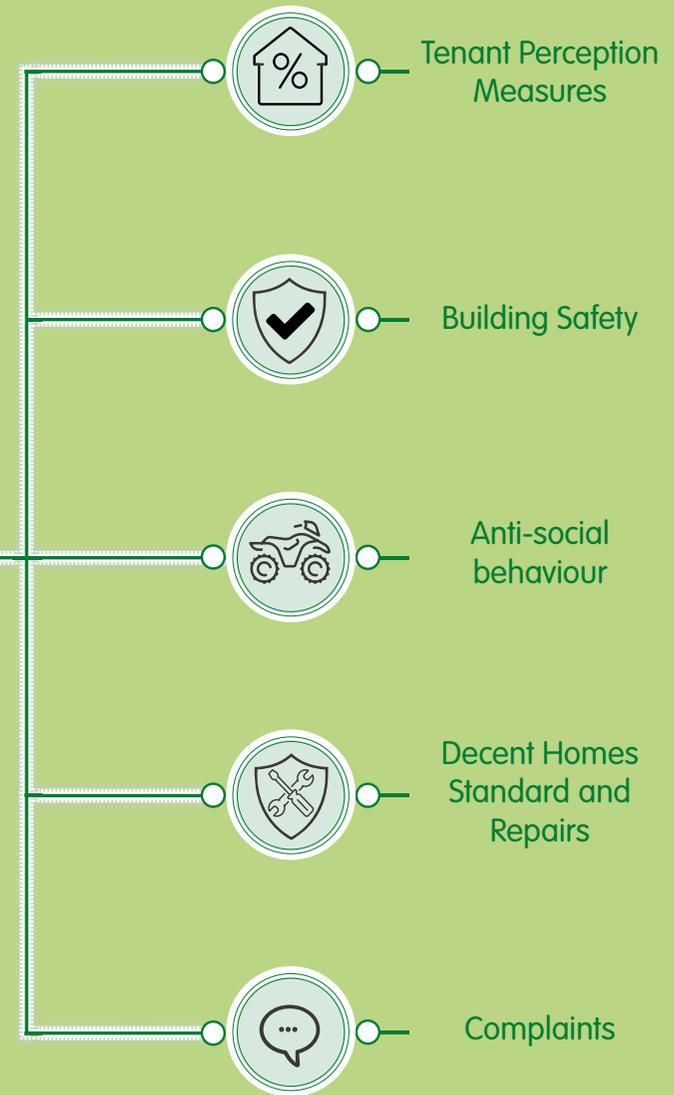




Tenant Satisfaction Measures

2024-25



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Tenant Satisfaction Measures



Ref Tenant Perception Measures Performance 2024-25

| | | |
|-------------|---|--------------|
| TP01 | Proportion of respondents who report that they are satisfied with the overall service from their landlord. | 79.3% |
| 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. | 77.6% |
| 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 repair. | 66.3% |
| TP04 | Proportion of respondents who report that they are satisfied that their home is well maintained. | 80.3% |
| TP05 | Proportion of respondents who report that they are satisfied that their home is safe. | 81.2% |
| TP06 | Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them. | 78.2% |
| TP07 | Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them. | 85.4% |
| TP08 | Proportion of respondents who report that they agree their landlord treats them fairly and with respect. | 87.4% |
| TP09 | Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling. | 49.2% |
| TP10 | Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained. | 78.3% |
| TP11 | Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood. | 79.0% |
| TP12 | Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour. | 77.9% |

Tenant Satisfaction Measures



Ref

Building Safety

Performance 2024-25

| | | |
|-------------|---|-------------|
| 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% |



Ref

Anti-social behaviour

Performance 2024-25

| | | |
|-------------|--|--------------|
| NM01 | Number of anti-social behaviour cases, opened per 1,000 homes. | 112.5 |
| NM01 | Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes | 2.5 |

Tenant Satisfaction Measures



Ref Decent Homes Standard and Repairs Performance 2024-25

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



Ref Complaints Performance 2024-25

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

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

*Non-emergency repair target timescales used are 5 days (urgent repairs) and 60 days (appointable repairs).

Emergency repair target timescale used is 8 hours.