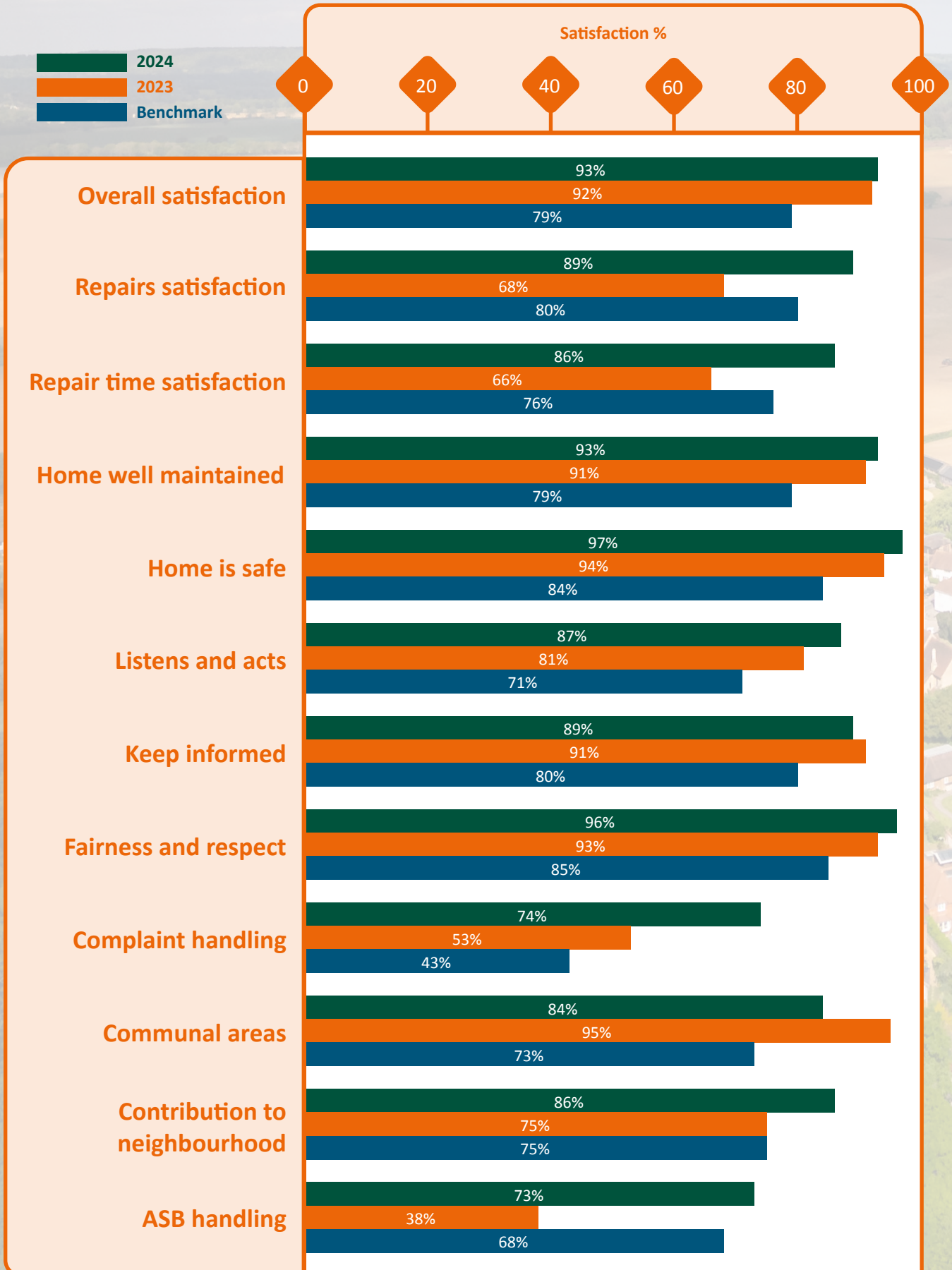


Our Tenant Satisfaction Measures





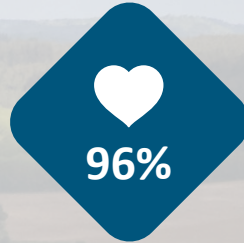
In May, we asked nearly all residents to share their views in a survey that lets you see how we compare with other landlords. Around 85% of you took part, thank you!

We're pleased our results remain strong across the board. Last time, you told us repairs needed to be faster and communication clearer, and that we could do better handling complaints and anti-social behaviour. It's great to see real improvement in these areas.

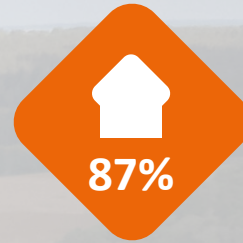


Satisfaction of communal areas

We were disappointed to see satisfaction with common areas fall to 84% in 2024. Our updated plans include more people and more investment to focus on these areas in 2025.



Feel treated with fairness & respect



Feel safe in their homes



Overall Satisfaction



Keeping you informed

Keeping you informed fell very slightly from 91% to 89%. This is a key priority for us so we will be working hard to keep this score high in 2025.

Management Metrics vs Benchmark

Performance Area	Measure	Benchmark	2024	Results vs Benchmark
Repairs	Non-emergency repairs on time (%)	87.8	91.3	↑ Better than benchmark
Repairs	Emergency repairs on time (%)	99.1	100	↑ Better than benchmark
Complaints	Stage 1 complaints (per 1,000 homes)	37	66	↓ Below benchmark
Complaints	Stage 2 complaints (per 1,000 homes)	5.5	9	↓ Below benchmark
Complaints	Stage 1 responses on time (%)	100	100	→ On benchmark
Complaints	Stage 2 responses on time (%)	98.5	100	↑ Better than benchmark
ASB	ASB cases (per 1,000 homes)	23	78	↓ Below benchmark
ASB	Hate-related ASB (per 1,000 homes)	0.3	0	↑ Better than benchmark

We had more complaints and ASB cases than average but this reflects our very small stock. Resident experience of our management of these issues was above average.