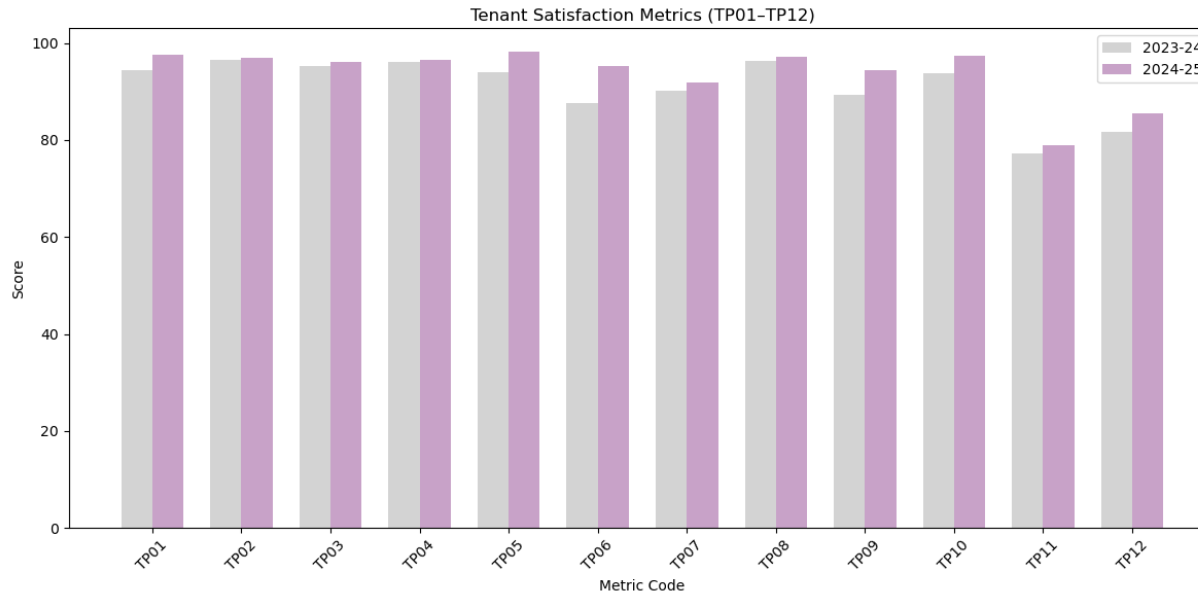


Tenant Satisfaction Measures 2024-25

2024-25 has proven to be another positive year for tenant satisfaction for Sustain, with 97.5% of respondents indicating they are satisfied with the service provided by us. This is an increase of 3.10% and shows the continued efforts to improve the way we work to ensure all tenants get the very best from us and our managing agents.



This increase was replicated across all the tenant perception measures, with one of the most significant increases being in TP06, again showing our efforts to engage with our tenants, listens to their wants and needs, and then put them into practice. Despite these positive results we endeavour to further improve our service. This can be seen within the plans set out in our Tenant Engagement Strategy. This is introducing new initiatives like our friends of sustain group. A forum dedicated to bringing tenants and other stakeholders together to discuss their experiences and influence change within the organisation.

		2023-24	2024-25	Change
TP01	Proportion of respondents who report that they are satisfied with the overall service from their landlord.	94.4	97.5	+3.10
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.	96.4	96.9	+0.50
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.	95.3	96.1	+0.80
TP04	Proportion of respondents who report that they are satisfied that their home is well maintained.	96.0	96.6	+0.60
TP05	Proportion of respondents who report that they are satisfied that their home is safe.	94.0	98.1	+4.10
TP06	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	87.6	95.3	+7.70
TP07	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	90.1	91.8	+1.70
TP08	Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	96.2	97.2	+1.00
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.	89.2	94.3	+5.10
TP10	Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	93.7	97.4	+3.70
TP11	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	77.2	78.8	+1.60
TP12	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	81.7	85.5	+3.80

		2023-24	2024-25	Change
BS01	Proportion of homes for which all required gas safety checks have been carried out.	100.0	99.6	-0.40
BS02	Proportion of homes for which all required fire risk assessments have been carried out.	97.0	100	+3.00
BS03	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	97.4	100	+2.60
BS04	Proportion of homes for which all required legionella risk assessments have been carried out.	97.7	100	+2.30
BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out.	N/A	N/A	N/A

		2023-24	2024-25	Change
NM01 (pt1)	Number of anti-social behaviour cases opened per 1,000 homes.	25.3	4.2	-21.10
NM01 (pt2)	Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes.	1.0	0	-1.00

		2023-24	2024-25	Change
RP01	Proportion of homes that do not meet the Decent Homes Standard.	0.0	0	0.00
RP02 (pt1)	Proportion of non-emergency responsive repairs completed within the landlord's target timescale.	100.0	100	0.00
RP02 (pt2)	Proportion of emergency responsive repairs completed within the landlord's target timescale.	100.0	100	0.00

		2023-24	2024-25	Change
CH01 (1)	Number of stage one complaints received per 1,000 homes.	2.6	5.3	+2.70
CH01 (2)	Number of stage two complaints received per 1,000 homes.	2.0	0.6	-1.40
CH02 (1)	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	100.0	100	0.00
CH02 (2)	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	50.0	100	+50.00