

# Tenant Satisfaction Measures

## Summary results of our Tenant Perception Survey for Low Cost Rental Accommodation (LCRA) year end 2024/25

Results are for our general needs, independent living, supported housing and supported living tenants.



### Overall satisfaction

**76.3%**

#### Overall satisfaction

75.2 people out of 100 reported they are satisfied with the overall service from Progress Housing Group.



### Keeping properties in good repair

**80.5%**

#### Satisfaction with repairs

80.5 people out of 100 who have received a repair in the past 12 months reported they are satisfied.



**72.8%**

#### Satisfaction with the time taken to complete their most recent repair

72.8 people out of 100 thought we completed their repair within a reasonable time.



**77.7%**

#### Satisfaction that the home is well-maintained

77.7 people out of 100 thought we kept their home well-maintained.



**80.5%**

#### Satisfaction that the home is safe

80.5 people out of 100 thought their home was safe.



### Respectful and helpful engagement

**63.7%**

#### Satisfaction that the landlord listens to tenant views and acts upon them

63.7 people out of 100 felt we listened to them.



**71.2%**

#### Satisfaction that the landlord keeps tenants informed about things that matter to them

71.2 people out of 100 thought we kept them fully informed.



**79.4%**

#### Agreement that the landlord treats tenants fairly with respect

79.4 people out of 100 thought we treated them with respect.



**45.8%**

#### Satisfaction with the landlord's approach to handling complaints

45.8 people out of 100 thought we handled their complaint well.



### Responsible neighbourhood management

**73.9%**

#### Satisfaction that the landlord keeps communal areas clean and well-maintained

73.9 people out of 100 thought we maintained their communal areas well.



**65.7%**

#### Satisfaction that the landlord makes a positive contribution to neighbourhoods

65.7 people out of 100 thought we made a positive contribution to their neighbourhoods.



**60.6%**

#### Satisfaction with the landlord's approach to handling anti-social behaviour (ASB)

60.6 people out of 100 thought our approach to ASB was positive.



# Tenant Satisfaction Measures

## Summary results (Management Information)

### Year end Group 2024/25

Results are for our general needs, independent living, shared owners, supported housing tenants and our supported living tenants combined.



#### How we manage complaints for the period 1 April 2024 - 31 March 2025

71.2

Stage 1

Number of stage one complaints per 1,000 properties relative to the size of landlord

3.4

Stage 2

Number of stage two complaints per 1,000 properties relative to the size of landlord

99.6%

Proportion of stage one complaints responded to within Complaint Handling Code timescales

We responded to 99.6 out of every 100 stage one complaints within our timescale of ten days.

86.1%

Proportion of stage two complaints responded to within Complaint Handling Code timescales

We responded to 86.1 out of every 100 stage two complaints within our timescale of 20 days.

#### Responsible neighbourhood management

for the period 1 April 2024 - 31 March 2025

52.9

Anti-social behaviour cases per 1,000 properties relative to the size of landlord

We received 52.9 reports of anti-social behaviour per 1,000 properties.

0.6

Anti-social behaviour hate cases per 1,000 properties relative to the size of landlord

We received 0.6 reports of anti-social behaviour hate cases per 1,000 properties.

#### Keeping properties in good repair

0.1%

Homes that do not meet the Decent Homes Standard as of 31 March 2025



84.0%

Proportion of non-emergency repairs completed within target timescale

84.0 out of every 100 non-emergency repairs were completed within our target timescales for the period 1 April 2024 - 31 March 2025



94.8%

Proportion of emergency repairs completed within target timescale

94.8 out of every 100 emergency repairs were completed within our timescale of 24 hours for the period 1 April 2024 - 31 March 2025



#### Keeping properties safe as of 31 March 2025



100.0%

of gas safety checks were carried out on those properties that required one



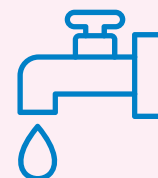
98.4%

of fire safety checks were carried out on those properties that required one



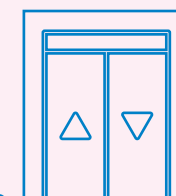
100.0%

of asbestos safety checks were carried out on those properties that required one



98.8%

of water safety checks were carried out on those properties that required one



98.9%

of lift safety checks were carried out on those properties that required one