

# Tenant Satisfaction Measures

## Summary results (Management Information)

Year end Group 2023/24

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 2023 - 31 March 2024

87.7

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

Stage 1

3.4

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

Stage 2

92.8%

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



We responded to 92.8 out of every 100 stage one complaints within our timescale of ten days.

77.8%

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



We responded to 77.8 out of every 100 stage two complaints within our timescale of 20 days.

### Responsible neighbourhood management

for the period 1 April 2023 - 31 March 2024

56

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



We received 56 reports of anti-social behaviour per 1,000 properties.

0.4

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



We received 0.4 reports of anti-social behaviour hate cases per 1,000 properties.

### Keeping properties safe as of 31 March 2024



100%

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



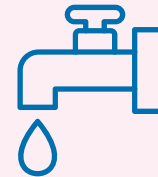
99.8%

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



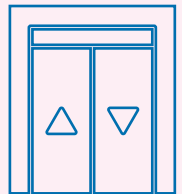
98.5%

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



95.6%

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

### Keeping properties in good repair

0.2%

Homes that do not meet the Decent Homes Standard as of 31 March 2024



82.3%

Proportion of non-emergency repairs completed within target timescale

82.3 out of every 100 non-emergency repairs were completed within our timescale of 28 days for the period 1 April 2023 - 31 March 2024



89.9%

Proportion of emergency repairs completed within target timescale

89.9 out of every 100 emergency repairs were completed within our timescale of 28 days for the period 1 April 2023 - 31 March 2024



# Tenant Satisfaction Measures

## Summary results of our Tenant Perception Survey

### Year end Group 2023/24



## Overall satisfaction

**75.1%**



### Overall satisfaction

75.1 out of every 100 tenants reported they are satisfied with the overall service from Progress Housing Group.

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

## Keeping properties in good repair

**74.3%**

### Satisfaction with repairs

74.3 out of every 100 tenants who have received a repair in the past 12 months reported they are satisfied.



**67.3%**

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

67.3 out of every 100 tenants thought we completed their repair within a reasonable time.



**72.4%**

### Satisfaction that the home is well-maintained

72.4 out of every 100 tenants thought we kept their home well-maintained.



**78.2%**

### Satisfaction that the home is safe

78.2 out of every 100 tenants thought their home was safe.



## Respectful and helpful engagement

**63.2%**

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

63.2 out of every 100 tenants felt we listened to them.



**70.2%**

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

70.2 out of every 100 tenants thought we kept them fully informed.



**78.8%**

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

78.8 out of every 100 tenants thought we treated them with respect.



**43.1%**

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

43.1 out of every 100 tenants thought we handled their complaint well.



## Responsible neighbourhood management

**71.0%**

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

71.0 out of every 100 tenants thought we maintained their communal areas well.



**66.1%**

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

66.1 out of every 100 tenants thought we made a positive contribution to their neighbourhoods.



**62.3%**

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

62.3 out of every 100 tenants thought our approach to ASB was positive.

