

OVERALL SATISFACTION

Around two thirds of our customers living in rented homes are satisfied with overall service, which is a big improvement from 54.1% last year. This **10% increase** shows that the changes we've made are working, and we're committed to making things better.



KEEPING PROPERTIES IN GOOD REPAIR

Overall repairs service satisfaction

70.2%



Satisfaction with the time taken to complete most recent repair

66.1%



Satisfaction that the home is well maintained

65.1%



Homes not meeting the Decent Homes Standard

0.7%



Emergency responsive repairs completed within 24 hours

99.2%



Non-emergency responsive repairs completed within 12 days

55.5%



We've made big strides in reducing the backlog of repairs, cutting it **from 14,000 to under 6,000 jobs**. We're investing heavily in upgrading homes. Last year, **we made 541 homes more energy efficient** to help lower energy bills and over the next year, **we're planning improvements to a further 1,800 homes**. We will be installing more than **2,300 new kitchens, 600 bathrooms, and 1,500 high quality doors and windows**.

MAINTAINING BUILDING SAFETY

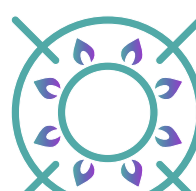
Satisfaction that your home is safe

70.8%



Gas safety checks completed

99.9%



Fire risk assessments completed

98.7%



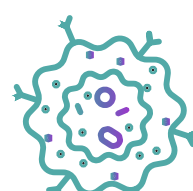
Asbestos safety checks completed

100%



Legionella risk assessments completed

100%



Lift safety checks completed

99.3%



Our dedicated building safety team ensures all buildings meet the latest safety standards. We carry out regular checks to keep you safe, including fire risk assessments and making sure evacuation plans are in place. We also make sure smoke detectors, fire alarms, and fire doors are in place and working.



RESPECTFUL AND HELPFUL ENGAGEMENT

Satisfaction that we listen to your views and act upon them

56.2%



Satisfaction that we keep you informed about things that matter to you

68.1%



Agreement that we treat you fairly and with respect

70.8%



We know we need to rebuild trust with you, and we've hired **11 new neighbourhood officers** to be more present in your communities. Since April, **we've visited over 5,000 homes** through our **annual tenancy management checks** to better understand your needs. We've also invested in a hardship fund and advice services to **help with the cost-of-living crisis, securing over £4 million in extra income for 6,232 customers** last year.



EFFECTIVE HANDLING OF COMPLAINTS

Satisfaction with our approach to handling complaints

30.5%



Number of stage 1 complaints per 1,000 homes

50.3



Number of stage 2 complaints per 1,000 homes

15



% Stage 1 complaints responded to within target timescales

96.1%



% Stage 2 complaints responded to within target timescales

95.7%



We are pleased to see that **there has been an improvement in ensuring the timely resolution of complaints** but acknowledge that customer satisfaction around complaint handling remains a priority. We have done a full review of our processes and added in extra communication to keep customers informed whilst we look into the complaint. **We're working on resolving issues faster** and learning from them to improve our complaint handling processes, increase satisfaction levels and make improvements to our services.



RESPONSIBLE NEIGHBOURHOOD MANAGEMENT

Satisfaction that we keep communal areas clean and well maintained

63.1%



Satisfaction that we make a positive contribution to your neighbourhoods

61.2%



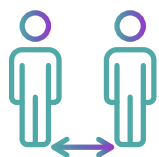
Satisfaction with our approach to handling anti-social behaviour

55.9%



Number of anti-social behaviour cases per 1,000 homes

21.7



Number of anti-social behaviour cases involving hate incidents per 1,000 homes

0.2



Last year, **we investigated 644 cases of anti-social behaviour** and completed 40 evictions. In February, we launched the **out-of-hours ASB Respect Line** and set up a new mediation service to help rebuild relationships with neighbours. We've also hired **safer neighbourhood officers** to manage complex cases. We're testing on-site caretakers at five of our high-rise blocks to improve safety. If successful, we'll expand this to other areas.