

OVERALL SATISFACTION

For our customers who are shared owners, overall satisfaction **increased by 9%** from our last survey. We're pleased that there has been an improvement, but we know that a lot more work needs to be done. We now have two dedicated customer care roles to resolve with issues on new build and sales properties, to help improve satisfaction and resolve your issues quicker.



MAINTAINING BUILDING SAFETY

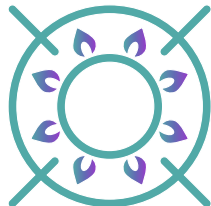
Satisfaction that your home is safe

62.5%



Gas safety checks completed

99.9%



Fire risk assessments completed

98.7%



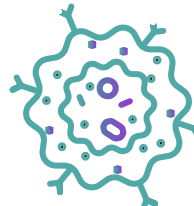
Asbestos safety checks completed

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

32.3%



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

51.7%



Agreement that we treat you fairly and with respect

49.6%



We know we need to rebuild trust with you, and we've hired **11 new neighbourhood officers** to be more present in your communities. We are visiting all of our neighbourhoods to complete **estate management checks** to ensure any issues are identified. 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

21.1%



Number of stage 1 complaints per 1,000 homes

20.4



Number of stage 2 complaints per 1,000 homes

10.8



% Stage 1 complaints responded to within target timescales

100%



% Stage 2 complaints responded to within target timescales

83.3%



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

36.5%



Satisfaction that we make a positive contribution to your neighbourhoods

35.8%



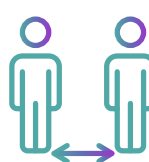
Satisfaction with our approach to handling anti-social behaviour

34.8%



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.

