

TENANT SATISFACTION MEASURES – LATEST RESULTS

Tenant Satisfaction Measure	23/24	25/26	Change
TP01 – Overall Satisfaction	89%	91%	+2%
TP02 – Repairs Service: Overall Satisfaction	84%	90%	+6%
TP03 – Repairs: Satisfaction with time taken to complete a repair	83%	89%	+6%
TP04 - Home is well maintained.	88%	90%	+2%
TP05 - Home is safe.	85%	87%	+2%
TP06 - Stoke on Trent Housing Society listens and acts on views	77%	84%	+7%
TP07 - Stoke on Trent Housing Society keeps you informed	75%	85%	+10%
TP08 - Stoke on Trent Housing Society treats me fairly and with respect	89%	93%	+4%
TP09 - Satisfied with complaints handling	62%	64%	+2%
TP10 - Satisfied communal areas are clean and well maintained	75%	81%	+6%
TP11 - Stoke on Trent Housing Society makes a positive contribution to the neighbourhood	68%	81%	+13%
TP12 - Satisfied with Stoke on Trent Housing Society’s approach to handling Anti-Social Behaviour	54%	68%	+14%
CH01 - Complaints (Stage one) per 1,000 properties	35.4	30.6	- 14%
CH01 - Complaints (Stage two) per 1,000 properties	3.2	1.6	- 50%
CH02 - Complaints responded to within Complaint Handling Code timescales (Stage one)	88%	100%	+12%
CH02 - Complaints responded to within Complaint Handline Code timescales (Stage two)	100%	100%	No change
NM01 - Anti-social behaviour cases per 1,000 properties	51.5	56.4	+9%
NM01- Anti Social behaviour cases (hate incidents) per 1,000 properties	1.6	8.1	+406%
RP01 - Homes that do not meet the Decent Homes Standard	0	0	No change
RP02 - Repairs completed within target timescale (non-emergency)	79%	85%	+6%
RP02 - Repairs completed within target timescale (emergency)	92%	89%	-3%
BS01 - Proportion of homes for which all required gas safety checks have been carried out	100%	100%	No change
BS02 - Proportion of homes for which all required fire risk assessments have been carried out	100%	100%	No change
BS03 - Proportion of homes for which all required asbestos management surveys have been carried out	100%	100%	No change
BS04 - Proportion of homes for which all required legionella risk assessments have been carried out	100%	100%	No change
BS05 - Proportion of homes for which all required communal passenger lift safety checks have been carried out	100%	100%	No change

What the results tell us

Our latest tenant satisfaction questionnaire was available for completion from Nov 25 to Feb 26 and we received 242 responses: that’s a 40% response rate. We are pleased that **91%** of our customers **are satisfied with the overall service** that we provide and **93%** feel that **we treat them fairly and with respect**. We are also **100% compliant with our Building Safety measures**.

We hope that these scores reflect the positive changes that we have made in the last 18 months to our housing and property team structures.