

TENANT SATISFACTION MEASURE RESULTS 2023/24

73%

(TPO1)

satisfied with our housing services overall



70%

satisfied with the repairs service
(TPO2)

62%

satisfied with the time taken to complete most recent repair
(TPO3)



71%

are satisfied that we provide a home that is well maintained
(TPO4)

86%

are satisfied the Council provides a home that is safe and secure
(TPO5)

60%

satisfied that the Council listens to their views and acts upon them
(TPO6)

73%

satisfied that the we keep them informed about things that matter to them
(TPO7)

84%

agree that they are treated fairly and with respect
(TPO8)



27%

of tenants who made a complaint are happy with the response
(TPO9)

68%

of tenants with communal areas feel that we keep them clean and well maintained
(TP10)

66%

feel we make a positive contribution to the neighbourhood
(TP11)



50%

are happy with how we deal with complaints of anti-social behaviour
(TP12)

Telephone interviews were conducted with 522 tenants selected via a quota sample out of all SHDC tenant households as per the technical requirements set by the Regulator of Social Housing. This represented 16% of the total SHDC tenant population, and the final results had an error margin of +/- 3.9%. This achieved the stipulated target error margin of +/- 4.0%. Please note that interviews were conducted to a quota sample to ensure that the sample was representative by age, stock, area, property size, household size and length of tenancy. Further information is available at www.gov.uk/government/publications/tenant-satisfaction-measures-faqs

HOUSING MANAGEMENT MEASURES 2023/24

100%

of gas safety checks completed*

(BS01)



100%

of fire risk assessments completed*

(BS02)



100%

of asbestos management surveys completed*

(BS03)



100%

of legionella risk assessments completed*

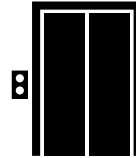
(BS04)



100%

of communal passenger lift safety checks completed*

(BS05)



2.53%

of homes do not meet the decent homes standard

(RP01)



9.69

stage one complaints received per 1,000 homes

(CH01(1))



0

stage two complaints received per 1,000 homes

(CH01(2))

48.65%

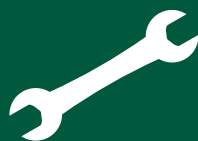
proportion of stage one complaints responded to within the Housing Ombudsman's timescales

(CH02(1))

91.1%

Proportion of non-emergency responsive repairs completed within the target timescale - 28 days.

(RP02(1))



100%

Proportion of emergency repairs completed within timescale

(RP02(2))



29.09

anti-social behaviour cases opened (per 1,000 homes)

(NM01(1))



0.524

anti-social behaviour cases opened involving hate incidents (per 1,000 homes)

(NM01(2))



*completed on required properties