

# Tenant Satisfaction Measures

## Full breakdown of results

The satisfaction scores in the table below were submitted to the Regulator of Social Housing in June 2025. They breakdown the responses we received from our low cost rental accommodation, and low cost home ownership. Some questions were asked of both groups, and where that's happened, we've calculated a combined score\*.

|             |                                                                                                                                                           | <b>Customers in rented homes</b><br>(low cost rental accommodation) % | <b>Home ownership customers</b><br>(low cost home ownership) % | <b>Combined %</b><br>(rounded to the nearest 1% for ease of reading) |
|-------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------|----------------------------------------------------------------|----------------------------------------------------------------------|
| <b>TP01</b> | Respondents who report that they are satisfied with the overall service from their landlord.                                                              | <b>78.2%</b>                                                          | <b>59.0%</b>                                                   | <b>71.8%</b>                                                         |
| <b>TP02</b> | Respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service.                         | <b>80.1%</b>                                                          |                                                                | <b>80.1%</b>                                                         |
| <b>TP03</b> | Respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair. | <b>73.2%</b>                                                          |                                                                | <b>73.2%</b>                                                         |
| <b>TP04</b> | Respondents who report that they are satisfied that their home is well maintained.                                                                        | <b>80.7%</b>                                                          |                                                                | <b>80.7%</b>                                                         |
| <b>TP05</b> | Respondents who report that they are satisfied that their home is safe.                                                                                   | <b>86.2%</b>                                                          | <b>84.6%</b>                                                   | <b>85.7%</b>                                                         |
| <b>TP06</b> | Respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.                                            | <b>74.5%</b>                                                          | <b>57.3%</b>                                                   | <b>69.2%</b>                                                         |
| <b>TP07</b> | Respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.                                  | <b>83.3%</b>                                                          | <b>80.9%</b>                                                   | <b>82.5%</b>                                                         |

|             |                                                                                                                                          |              |              |              |
|-------------|------------------------------------------------------------------------------------------------------------------------------------------|--------------|--------------|--------------|
| <b>TP08</b> | Respondents who report that they agree their landlord treats them fairly and with respect.                                               | <b>86.0%</b> | <b>79.9%</b> | <b>84.1%</b> |
| <b>TP09</b> | Respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling. | <b>46.1%</b> | <b>30.3%</b> | <b>41.3%</b> |
| <b>TP10</b> | Respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.   | <b>74.8%</b> | <b>47.7%</b> | <b>65.4%</b> |
| <b>TP11</b> | Respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.                   | <b>75.4%</b> | <b>65.8%</b> | <b>72.5%</b> |
| <b>TP12</b> | Respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.                         | <b>77.1%</b> | <b>57.9%</b> | <b>71.5%</b> |

\*The combined scores are calculated using the number of rented homes we own compared to homes owned.

## Management information

Alongside our customer views, we also reported a series of management information measures which demonstrate how we're performing in different areas of our business.

| <b>Building safety</b> |                                                                                                                 | <b>LCRA</b> | <b>LCHO</b> | <b>Combined</b> |
|------------------------|-----------------------------------------------------------------------------------------------------------------|-------------|-------------|-----------------|
| <b>BS01</b>            | Proportion of homes for which all required gas safety checks have been carried out.                             |             |             | <b>99.9%</b>    |
| <b>BS02</b>            | Proportion of homes for which all required fire risk assessments have been carried out.                         |             |             | <b>100.0%</b>   |
| <b>BS03</b>            | Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out. |             |             | <b>100.0%</b>   |
| <b>BS04</b>            | Proportion of homes for which all required legionella risk assessments have been carried out.                   |             |             | <b>100.0%</b>   |
| <b>BS05</b>            | Proportion of homes for which all required communal passenger lift safety checks have been carried out.         |             |             | <b>100.0%</b>   |

| Anti-social behaviour |                                                                                                                    | LCRA  | LCHO   | Combined |
|-----------------------|--------------------------------------------------------------------------------------------------------------------|-------|--------|----------|
| NM01 (1)              | Number of anti-social behaviour cases, opened per 1,000 homes.                                                     |       |        | 59.1     |
| NM01 (2)              | Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes.                          |       |        | 2.1      |
| DHS and repairs       |                                                                                                                    | LCRA  | LCHO   | Combined |
| RP01                  | Proportion of homes that do not meet the Decent Homes Standard.                                                    | 0.0%  |        |          |
| RP02 (1)              | Proportion of non-emergency responsive repairs completed within the landlord's target timescale.                   | 72.2% |        |          |
| RP02 (2)              | Proportion of emergency responsive repairs completed within the landlord's target timescale.                       | 75.0% |        |          |
| Complaints            |                                                                                                                    | LCRA  | LCHO   | Combined |
| CH01 (1)              | Number of stage one complaints received per 1,000 homes.                                                           | 76.8  | 21.8   | 70.1     |
| CH01 (2)              | Number of stage two complaints received per 1,000 homes.                                                           | 9.4   | 4.2    | 8.8      |
| CH02 (1)              | Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales. | 98.7% | 100.0% | 98.8%    |
| CH02 (2)              | Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales. | 88.5% | 83.3%  | 88.2%    |

