

Tenant Satisfaction Measures – January to December 2025 - Report for Members

This document will tell you how we're doing against the performance measures set by the Regulator of Social Housing for all social housing providers.

The new measures are important, as they give you an overall view on how we're performing against the things that matter most to you.

They're a mix of results from things we do and monitor throughout the year, such as how long it takes us to deliver repairs and respond to complaints, and your views about your home and the service you receive from us.

- **Tenant Satisfaction Survey**

We're required to carry out a survey every two years to ask for your views. Our last survey was carried out in February/March 2025 and these results are shown in italics in the table. Our next survey is due to be completed in early 2027.

Other performance data is taken from our own systems so we have included last years figures alongside the most recent data to enable a comparison.

- **Acting on your feedback**

Last year we picked up on the lower levels of satisfaction with the ground's maintenance at Weston Street, and this year's report outlines what we've done to improve that.

- **Complaints**

We're really pleased to report that we had no service-related complaints last year.

We adopted a new Complaints Policy last year to bring us into line with the new Housing Ombudsman Complaints Handling Code, and we've produced a short guide to the complaints process. These can be found on our website.

We received multiple reports of anti-social behaviour in the year relating to two separate cases.

- **Member involvement**

As ever, we remind everyone that while the Management Committee make day to day decisions, the co-op is made up of all its members.

There are several ways you can give us your feedback throughout the year, and all members are very welcome to join any of our committee meetings to see how decisions are made and to feed back if things don't seem quite right.

March 2026

Table of Tenant Satisfaction Measures for the period January to December 2025

Ref	Performance Measure	SHC Figures Year ending December 2024	SHC Figures Year ending December 2025
TP01	<i>Proportion of respondents who report that they are satisfied with the overall service from their landlord. (2025 survey)</i>	100%	-
Repairs and Maintenance			
RP01	Proportion of homes that do not meet Decent Homes Standard	0%	0%
RP02	Proportion of Emergency Repairs completed within target timescale	100% (9/9 jobs)	100% (2/2 jobs)
	Proportion of Non-Emergency Repairs completed within target timescale	78.6% (6/37 late jobs)	85.5% ↑ (9/53 late jobs)
TP02	<i>Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service. (2025 survey)</i>	100%	-
TP03	<i>Proportion of 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. (2025 survey)</i>	88.9% (1 neutral response)	-
TP04	<i>Proportion of respondents who report that they are satisfied that their home is well maintained. (2025 survey)</i>	92.3% (1 negative response)	-
<p>Narrative:</p> <p>It hasn't been possible to update this section with data from our repair's satisfaction survey due to the very low numbers that were submitted. We have introduced a different system in 2026 to automate the process and use an SMS-based service which may improve return rates. We'll continue to promote the importance of the survey through our channels.</p> <p>We will also improve our data collection on repairs that are completed outside of the target response time so that we can better identify any factors that are within our control.</p>			

Complaints and Engagement			
Ref	Performance Measure	SHC Figures Year ending December 2024	SHC Figures Year ending December 2025
CH01	Number of Stage 1 complaints received per 1000 homes	0	0
	Number of Stage 2 complaints received per 1000 homes	0	0
CH02	Proportion of Stage 1 complaints responded to within Complaint Handling Code timescales	N/A	N/A
	Proportion of Stage 1 complaints responded to within Complaint Handling Code timescales	N/A	N/A
TP06	<i>Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them. (2025 survey)</i>	92.3% <i>(1 neutral response)</i>	-
TP07	<i>Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them. (2025 survey)</i>	92.3% <i>(1 neutral response)</i>	-
TP08	<i>Proportion of respondents who report that they agree their landlord treats them fairly and with respect. (2025 survey)</i>	100%	-
TP09	<i>Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling. (2025 survey)</i>	N/A	-

Building Safety			
Ref	Performance Measure	SHC Figures Year ending December 2024	SHC Figures Year ending December 2025
BS01	Proportion of homes for which all required gas safety checks have been carried out.	100%	100%
BS02	Proportion of homes for which all required fire safety checks have been carried out.	N/A	N/A
BS03	Proportion of homes for which all required asbestos safety checks have been carried out.	100%*	100%*
BS04	Proportion of homes for which all required water safety checks have been carried out.	N/A	N/A
BS05	Proportion of homes for which all required lift safety checks have been carried out.	N/A	N/A
BS06	Proportion of homes for which all required electrical safety checks have been carried out.	100%**	100%**
TP05	<i>Proportion of respondents who report that they are satisfied that their home is safe. (2025 survey)</i>	92.3% <i>(1 neutral response)</i>	-
	<p>Narrative: In relation to fire safety - SHC do not have any high-risk buildings.</p> <p>*In relation to asbestos safety – SHC do not have any communal indoor or public areas but have completed a sample survey of each property type to better understand the risk in our properties.</p> <p>** We have been carrying out five-yearly electrical safety tests since 2021. These have recently become mandatory.</p>		

Neighbourhood and Anti-Social Behaviour			
Ref	Performance Measure	SHC Figures Year ending December 2024	SHC Figures Year ending December 2025
NM01	Number of anti-social behaviour cases opened per 1000 homes	35 (1 case)	71.4 ↑ (2 cases)
	Number of anti-social behaviour cases that involve hate incidents opened per 1000 homes	0	0
TP10	<i>Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained. (2025 survey)</i>	50% (2/4 neutral responses)	-
	<p>Narrative:</p> <p>ASB - We reported last year that there were ongoing issues with dog fouling in communal areas. These have since been dealt with as a tenancy management issue and although the situation has improved massively, we still haven't eradicated the problem entirely. We are closely monitoring the situation and tenant members at the site have taken on responsibility for grounds inspections which they use to update the management committee at our monthly meeting.</p> <p>This year we have also received multiple reports of noise nuisance. Those affected have fed back that they are satisfied with our approach to handling this issue.</p> <p>Grounds maintenance - Our new grounds maintenance contractor is in place and tenant members have fed back that the communal areas look much better. This year we plan to improve the communal garden by replacing some of the overgrown trees that provided some privacy and providing a seating area. Tenant members have requested this and we are hopeful that this will be a focal point for future communal activities.</p> <p>We have had long standing issues with fly-tipping as the grounds are open plan and this year we started to have issues with parking on our resident car parks due to a large local business. In response we have improved signage and line marking on the car parks, installed extra security lighting and cameras, and introduced a parking enforcement scheme at the request of tenant members. This seems to have also deterred fly-tippers.</p> <p>Members at this site have a very active WhatsApp group for sharing ideas and giving feedback.</p>		
TP11	<i>Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood. (2025 survey)</i>	92.3% (1 neutral response)	-
TP12	<i>Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour. (2025 survey)</i>	100%	-