CORNWALL HOUSING

Tenant Satisfaction Measures Results 2023-2024

Overall	Repairs & maintenance
Safety	Complaints
Neighbourhoods	Engagement

TP01 — Overall **Satisfaction** 71.3%

TP02 — **Satisfaction** with repairs 74.4%

TP04 — Satisfaction that the home is **well maintained** 68.1%

TP03 — Satisfaction with **time taken** for most recent repair 72.7%

RP01 — Homes that do not meet the **decent standard** 21.9%

RP02 — Repairs completed within **target timescale**
Emergency 90.4%
Non-emergency 87.0%

TP05 — Satisfaction that the **home is safe** 78.0%

BS02 — **Fire safety** checks 100.0%

BS01 — **Gas safety** checks 99.7%

BS03 — **Asbestos safety** checks 100.0%

BS04 — **Water safety** checks 100.0%

BS05 — **Lift safety** checks 100.0%

TP09 — Satisfaction with approach to **complaint** handling 27.7%

CH01 — Complaints relative to the **size** of the landlord per 1000 homes
Stage 1 86.0
Stage 2 10.1

CH02 — Complaints responded to within **Complaint Handling Code** timescales
Stage 1 84.7%
Stage 2 95.2%

TP10 — Satisfaction that the landlord keeps communal areas **clean and well maintained** 58.8%

TP11 — Satisfaction that the landlord makes a **positive contribution** to neighbourhoods 62.1%

NM01 — Anti-social behaviour cases relative to the **size** of the landlord per 1000 homes
All Cases 21.0
Hate incidents only 0.3

TP12 — Satisfaction with the landlord's approach to handling **anti-social behaviour** 58.2%

TP07 — Satisfaction that the landlord keeps tenants **informed** about things that matter to them 75.0%

TP08 — Agreement that the landlord treats tenants **fairly and with respect** 77.1%

TP06 — Satisfaction that the landlord listens to views and **acts upon them** 56.2%