CORNWALL HOUSING

Tenant Satisfaction Measures Results 2024-2025

Overall	Repairs & maintenance
Safety	Complaints
Neighbourhoods	Engagement

TP01 Overall Satisfaction: 68.8%

TP02 Satisfaction with repairs: 69.8%

TP04 Satisfaction that the home is well maintained: 65.6%

TP03 Satisfaction with time taken for most recent repair: 69.0%

RP01 Homes that do not meet the decent standard: 17.9%

RP02 Repairs completed within target timescale
- Emergency: 84.9%
- Non-emergency: 60.68%

TP05 Satisfaction that the home is safe: 74.0%

BS02 Fire safety checks: 100.0%

BS01 Gas safety checks: 99.88%

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: 29.4%

CH01 Complaints relative to the size of the landlord per 1000 homes
- Stage 1: 102.7
- Stage 2: 21.3

CH02 Complaints responded to within Complaint Handling Code timescales
- Stage 1: 73.5%
- Stage 2: 78.8%

TP10 Satisfaction that the landlord keeps communal areas clean and well maintained: 59.9%

TP11 Satisfaction that the landlord makes a positive contribution to neighbourhoods: 60.3%

NM01 Anti-social behaviour cases relative to the size of the landlord per 1000 homes
- All Cases: 29.3
- Hate incidents only: 0.2

TP12 Satisfaction with the landlord's approach to handling anti-social behaviour: 59.6%

TP07 Satisfaction that the landlord keeps tenants informed about things that matter to them: 72.0%

TP08 Agreement that the landlord treats tenants fairly and with respect: 74.4%

TP06 Satisfaction that the landlord listens to views and acts upon them: 56.3%