CORNWALL HOUSING

Tenant Satisfaction Measures Results 2024-2025

Overall	Repairs & maintenance
Safety	Complaints
Neighbourhoods	Engagement

TP01 — Overall Satisfaction: 69.0%

TP02 — Satisfaction with repairs: 70.0%

TP04 — Satisfaction that the home is well maintained: 66.0%

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

RP01 — Homes that do not meet the decent standard: 18.0%

RP02 — Repairs completed within target timescale: Emergency 84.93%; 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: 29.0%

CH01 — Complaints relative to the size of the landlord per 1000 homes: Stage 1 102.1; Stage 2 21.2

CH02 — Complaints responded to within Complaint Handling Code timescales: Stage 1 73.4%; Stage 2 79.3%

TP10 — Satisfaction that the landlord keeps communal areas clean and well maintained: 60.0%

TP11 — Satisfaction that the landlord makes a positive contribution to neighbourhoods: 60.0%

NM01 — Anti-social behaviour cases relative to the size of the landlord per 1000 homes: All Cases 29.7; Hate incidents only 0.1

TP12 — Satisfaction with the landlord's approach to handling anti-social behaviour: 60.0%

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: 74.0%

TP06 — Satisfaction that the landlord listens to views and acts upon them: 56.0%