# TENANT SATISFACTION MEASURES 2023/24

#### KEEPING PROPERTIES IN GOOD REPAIR



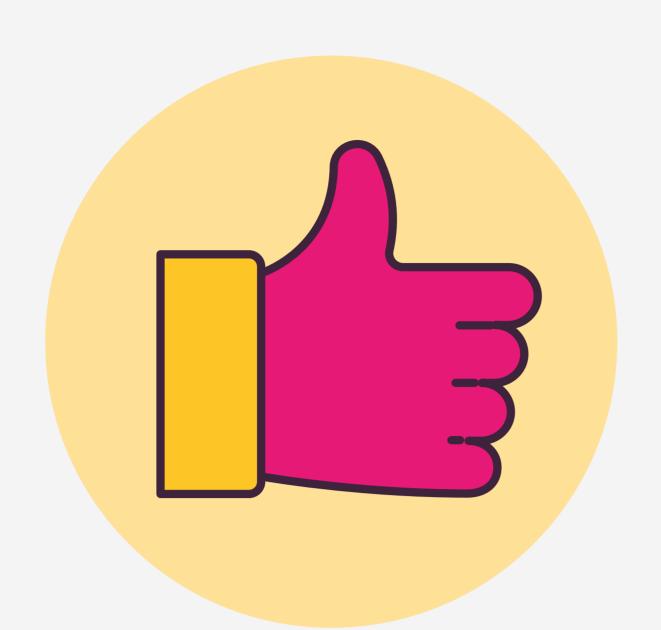
76.77%

Satisfaction with repairs



73.18%

Satisfaction with time taken to complete most recent repair



75.10%

Satisfaction that the home is well maintained

# WITH THE SERVICE PROVIDED BY TORUS



73.01%

# **OVERALL SATISFACTION**



#### RESPECTFUL AND HELPFUL ENGAGEMENT



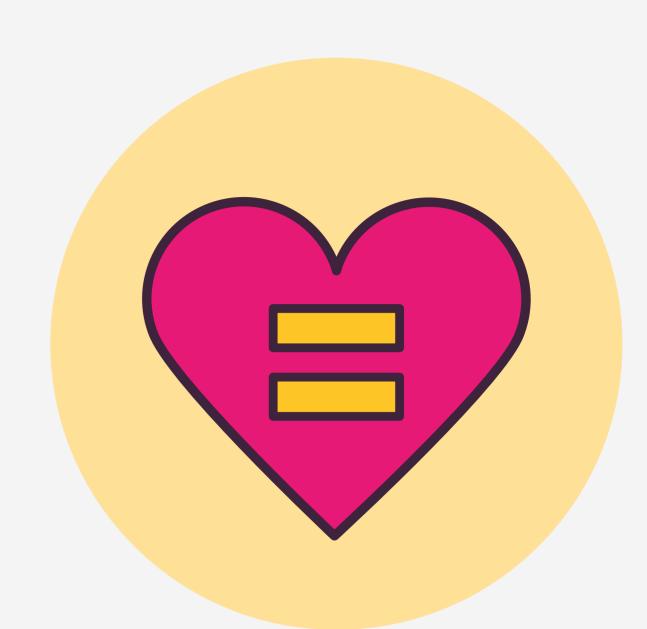
61.24%

Satisfaction that we listen to tenant views and act upon them



71.74%

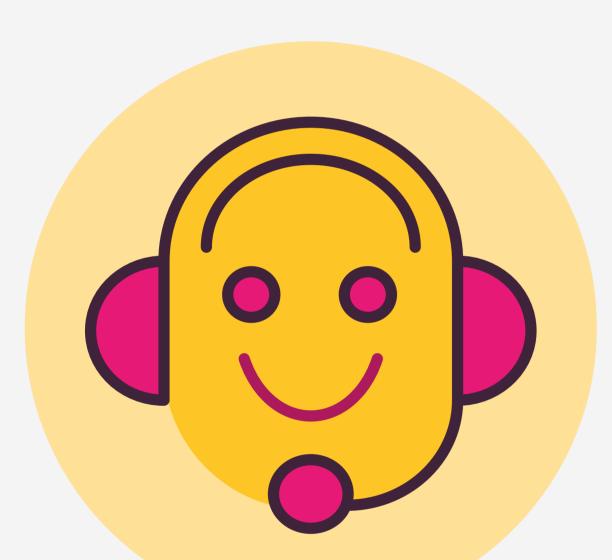
Satisfaction that we keep tenants informed about things that matter



77.48%

Agreement that we treat tenants fairly and with respect

#### HANDLING OF COMPLAINTS



34.04%

Satisfaction with our approach to handling complaints

### **BUILDING SAFETY**



78.87%

Satisfaction that a tenant's home is safe

#### RESPONSIBLE NEIGHBOURHOOD MANAGEMENT



67.44%

Satisfaction that we keep communal areas clean and well maintained



60.34%

Satisfaction that we make a positive contribution to neighbourhoods



58.07%

Satisfaction with our approach to handling anti-social behaviour

#### TENANT SATISFACTION MEASURES MANAGEMENT INFORMATION

Alongside the 12 Tenant Survey questions, there are 10 Management Information Measures which social housing providers must collect and publish.

#### BUILDING SAFETY

99.9% of homes which require a gas safety check carried out

100% of homes which require a fire risk assessment carried out

100% of home which require an asbestos management survey carried out

100% of homes which require a legionella risk assessment carried out

100% of homes which required communal passenger lift checks carried out

## ANTI-SOCIAL BEHAVIOUR (ASB)

87.4 ASB cases opened, per 1,000 homes

2.8 ASB cases opened that involved hate crime incidents, per 1,000 homes

## DECENT HOMES STANDARD (DHS) AND REPAIRS

0.5% homes do not meet the DHS

98.5% of non-emergency responsive repairs completed within Torus's target timescale

99.7% of emergency responsive repairs completed within Torus's target timescale

#### COMPLAINTS

70.09 stage one complaints received, per 1,000 homes

84.3% of stage one complaints responded to\*

12.4 stage two complaints received, per 1,000 homes

79.6% of stage two complaints responded to\*