**Tenant Satisfaction Measures – Stroud District Council Results 2023-2024**

In September 2022, the Regulator for Social Housing announced a suite of performance measures that all Registered Providers of social housing would be required to measure themselves against and report to the Regulator and their tenants from April 2024. Stroud District Council collected the following perception data (TP01 – TP12) from our tenants between November 2023 and December 2023, by telephone survey. The below table shows our full performance against these measures.

|  |  |  |
| --- | --- | --- |
| Ref | Measure Description | SDC Result 2023-2024 |
| TS01 | Overall satisfaction | 65.6% |
| TS02 | Satisfaction with repairs | 68.0% |
| TS03 | Satisfaction with time taken to complete most recent repair | 63.1% |
| TS04 | Satisfaction with well maintained home | 70.1% |
| TS05 | Satisfaction that the home is safe | 81.1% |
| TP06 | Satisfaction that SDC listens and acts | 55.1% |
| TP07 | Satisfaction that SDC keeps tenants informed with things that matter to them | 66.4% |
| TP08 | Agreement that SDC treats tenants fairly and with respect | 76.1% |
| TP09 | Satisfaction with complaints handling | 24.0% |
| TP10 | Satisfaction communal areas are clean and maintained | 63.9% |
| TP11 | Satisfaction that SDC makes a positive contribution to neighbourhoods | 66.8% |
| TP12 | Satisfaction with approach to ASB handling | 65.0% |
| CH01 | Stage 1 complaints relative to size of landlord | 31.3 |
| CH01 | Stage 2 complaints relative to size of landlord | 4.6 |
| CH02 | Stage 1 complaints responded to within Ombudsman code timescales | 87.1% |
| CH02 | Stage 2 complaints responded to within Ombudsman code timescales | 91.3% |
| NM01 | ASB cases relative to the size of the landlord | 56.4 |
| NM02 | ASB cases – hate related- relative to size of landlord | 1.4 |
| RP01 | Homes that do not meet the decent homes standard | 3.3% |
| RP02 | Non-emergency repairs completed within target timescale | 83.3% |
| RP02 | Emergency repairs completed within target timescale | 95.6% |
| BS01 | Gas safety checks | 99.8% |
| BS02 | Fire safety checks | 100% |
| BS03 | Asbestos safety checks | 99.4% |
| BS04 | Water safety checks | 100% |
| BS05 | Lift safety checks | 100% |