

## Tenant Satisfaction Measures 23/24

### Sector Analysis (Local Authorities)

Local authorities	Regulator data			Polarity	Housemark - Melton	LA National comparison	Melton difference	Housemark Peer Median	Melton difference
	Lower Quartile	Median	Upper Quartile						
TP01 Proportion of respondents who report that they are satisfied with the overall service from their landlord	61.6%	68.2%	75.9%	High is good	63.4%	3rd quartile	-4.8%	72.3%	-8.9%
TP02 Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service	63.3%	70.5%	77.7%	High is good	71.9%	2nd quartile	1.4%	74.5%	-2.6%
TP03 Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair	59.0%	66.1%	74.2%	High is good	67.0%	2nd quartile	0.9%	70.0%	-3.0%
TP04 Proportion of respondents who report that they are satisfied that their home is well maintained	61.1%	66.9%	75.0%	High is good	67.4%	2nd quartile	0.5%	72.2%	-4.8%
TP05 Proportion of respondents who report that they are satisfied that their home is safe	68.1%	73.5%	79.9%	High is good	78.7%	2nd quartile	5.2%	78.7%	0.0%
TP06 Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them	49.2%	55.8%	63.7%	High is good	53.7%	3rd quartile	-2.1%	61.0%	-7.3%
TP07 Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them	60.2%	67.0%	72.6%	High is good	62.1%	3rd quartile	-4.9%	71.4%	-9.3%
TP08 Proportion of respondents who report that they agree their landlord treats them fairly and with respect	67.2%	73.5%	78.6%	High is good	72.7%	3rd quartile	-0.8%	78.2%	-5.5%
TP09 Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling	24.7%	29.1%	36.2%	High is good	27.7%	3rd quartile	-1.4%	34.0%	-6.3%
TP10 Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	55.3%	63.1%	69.9%	High is good	73.8%	1st quartile	10.7%	66.0%	7.8%
TP11 Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood	51.9%	59.5%	68.1%	High is good	64.4%	2nd quartile	4.9%	64.0%	0.6%
TP12 Proportion of respondents who report that they are satisfied with their landlord's approach to handling antisocial behaviour	47.6%	54.0%	60.5%	High is good	46.6%	4th quartile	-7.4%	57.6%	-11.0%

		Lower Quartile	Median	Upper Quartile	Polarity	Melton data Q4 2023-4	LA National comparison	Melton difference
BS01 Proportion of homes for which all required gas safety checks have been carried out (%)		99.6%	100.0%	100.0%	High is good	99.92%		-0.08%
BS02 Proportion of homes for which all required fire risk assessments have been carried out (%)		99.1%	100.0%	100.0%	High is good	100%		0.00%
BS03 Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out (%)		99.0%	100.0%	100.0%	High is good	100%		0.00%
BS04 Proportion of homes for which all required legionella risk assessments have been carried out (%)		99.5%	100.0%	100.0%	High is good	100%		0.00%
BS05 Proportion of homes for which all required communal passenger lift safety checks have been carried out (%)		100.0%	100.0%	100.0%	High is good	100%		0.00%
RP01 Proportion of homes that do not meet the Decent Homes Standard (%)		1.36%	3.64%	8.93%	Low is good	4.3%		0.66%
RP02 Proportion of non-emergency responsive repairs completed within the landlord's target timescale (%)		73.1%	82.6%	90.7%	High is good	96.11%		13.51%
RP02 Proportion of emergency responsive repairs completed within the landlord's target timescale (%)		87.8%	95.1%	98.7%	High is good	100%		4.90%
NM01 Number of anti-social behaviour cases opened (per 1,000 homes)	per 1000	21	35.3	60	Low is good	59.42		24.12
NM01 Number of anti-social behaviour cases that involve hate incidents opened (per 1,000 homes)	per 1000	0.1	0.5	1.4	Low is good			
CH01 Number of <b>stage one</b> complaints received (per 1,000 homes)	per 1000	21.6	37.5	55.7	Low is good	11.23		-26.27
CH01 Number of <b>stage two</b> complaints received (per 1,000 homes)	per 1000	2.7	5	9.4	Low is good	2.81		-2.19
CH02 Proportion of <b>stage one</b> complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales (%)		55.0%	76.6%	89.0%	High is good	96.15%		19.55%
CH02 Proportion of <b>stage two</b> complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales (%)		56.5%	80.0%	95.2%	High is good	100%		20.00%