

Tenant Satisfaction Measures

Summary of results

Outcomes of our Tenant Satisfaction Survey for 2023/2024 and the performance data collected by us to submit to the Regulator for Social Housing.

Overall satisfaction



82.5%

Tenants satisfied with service from Housing team

Keeping properties in good repair



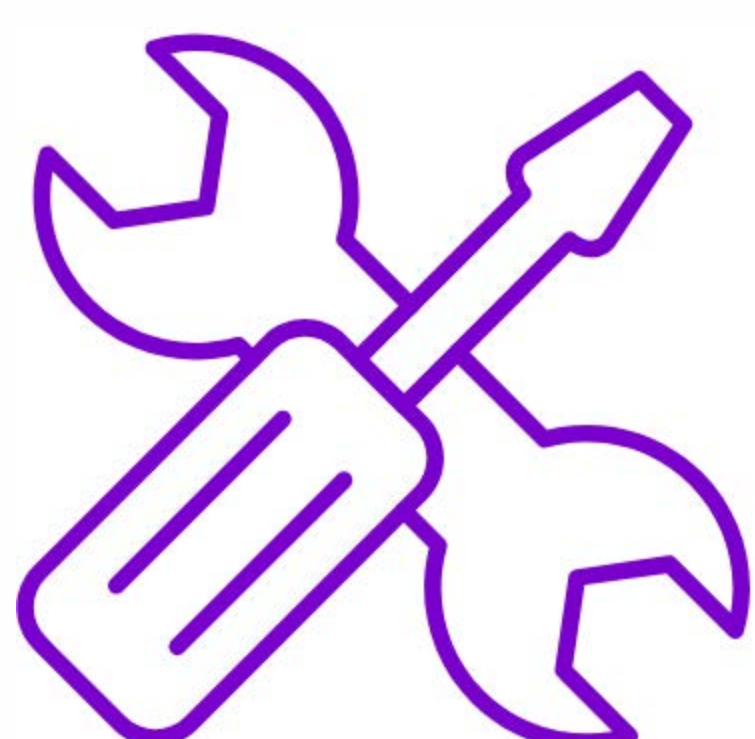
79.9%

Satisfaction with the overall service provided by the repairs department over the last 12 months



81.5%

Tenants satisfied that their home is well maintained



80.7%

Tenants satisfied with the time taken to complete their most recent repair



89.4%

Tenant satisfaction that HBBC provides a home that is safe

Respectful and helpful engagement



72.9%

Tenants satisfied that their views are listened to and acted upon



87.5%

Tenants agreed with the statement "HBBC treats me fairly and with respect"



78.9%

Tenants satisfied that they are kept informed about things that matter to them



46.5%

Tenant satisfaction with our approach to complaint handling

Responsible neighbourhood management

Tenants satisfied that we keep communal areas clean and well maintained

73.6%



76.1%

Tenants satisfied that we make a positive contribution to their neighbourhood



73.6%

Tenants satisfied with our approach to handling ASB (anti-social behaviour)



Landlord-collected performance information

79.8% Non-emergency repairs completed within target

79.8% Emergency repairs completed within target

127 ASB Cases including hate incidents (relative to the size of the landlord)

2 ASB Cases hate incidents only (relative to the size of the landlord)

100% Gas Safety, Fire Safety, Asbestos Safety and Water Safety Checks

78.6% Lift Safety Checks

18.4	Stage one complaints relative to the size of the landlord
3.7	Stage two complaints relative to the size of the landlord
86.4%	Stage one complaints responded to within Complaint Handling Code timescales
91.7%	Stage two complaints responded to within Complaint Handling Code timescales

0% How many homes **do not** meet the governments decent home standard