

Tenant Satisfaction Measures 2025/26

Mid-year progress

Table of Contents

Tenant Satisfaction Measures 2025/26.....	1
Performance measures.....	1
Perception Survey.....	2

Tenant Satisfaction Measures 2025/26

Performance measures

Tenant Satisfaction Measures for Kirklees Council are submitted to the Regulator for Social Housing after the year 2025/26 has closed. Month by month most of the performance measures are monitored internally to record progress. The period 1st April to 31st July is showing the following data:

Table 1 - tenant satisfaction performance measures

Measure	April – July 2025
RP01 Homes that do not meet the <u>A decent home: definition and guidance.</u>	Not available as this is an annual measure
RP02 Non-emergency repairs completed within target timescale which is 25 working days	85.2%
RP02 Emergency repairs completed within target timescale which is 48 hours	95.9%
BS01 Gas safety checks completed	99.8%
BS02 Fire safety checks completed	100%
BS03 Asbestos safety checks completed	100%
BS04 Water safety checks completed	74.5%
BS05 Lift safety checks completed	93.3%
CH01 Number of Stage 1 complaints relative to the size of the landlord (number of complaints per 1,000 properties)	11.8 per 1000 homes
CH01 Number of Stage 2 complaints relative to the size of the landlord (number of complaints per 1,000 properties)	3.5 per 1000 homes
CH02 Stage 1 complaints responded to within Complaint Handling Code timescales	87.6%
CH02 Stage 2 complaints responded to within Complaint Handling Code timescales	92.7%
NM01 Anti-social behaviour cases relative to the size of the landlord (number of cases per 1,000 properties)	9.8 per 1000 homes
NM02 Anti-social behaviour cases that involve hate incidents, relative to the size of the landlord (number of cases with hate incidents per 1,000 properties)	1.85 per 1000 homes

Perception Survey

To gain a better understanding of tenant perception, the tenant satisfaction perception survey is being undertaken in two waves in 2025/26, this will provide more timely information. The first phase of survey was carried out between 31 May and 08 July 2025. A computer-generated randomly selected 5,205 households were included in the sample, which represents a quarter of the total stock. The second wave will be undertaken later in the year and will be combined with the first wave to determine to final results. The first wave results are showing an improvement in satisfaction levels across all measures.

Table 2 tenant satisfaction measures perception survey

Measure	Percentage mid year 25/26
TP01 Proportion of respondents who report that they are satisfied with the overall service from their landlord.	65%
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.	75%
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.	72%
TP04 Proportion of respondents who report that they are satisfied that their home is well maintained.	68%
TP05 Proportion of respondents who report that they are satisfied that their home is safe.	73%
TP06 Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	58%
TP07 Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	64%
TP08 Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	74%
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.	26%
TP10 Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	55%
TP11 Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	55%
TP12 Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	47%