



TENANT SATISFACTION MEASURES

Emh group

Reporting Period: April 2024 - March 2025

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Our Stock Profile:

Total social housing units: 19,022

Low Cost Rental Accommodation (LCRA): 16,698

Low Cost Home Ownership (LCHO): 2,324

Building safety

BS01	Proportion of homes for which all required gas safety checks have been carried out.
BS02	Proportion of homes for which all required fire risk assessments have been carried out.
BS03	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.
BS04	Proportion of homes for which all required legionella risk assessments have been carried out.
BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out.

LCRA	LCHO	All stock (LCRA + LCHO)	Numerator	Denominator
		99.4	14173	14261
		100.0	620	620
		100.0	369	369
		100.0	110	110
		100.0	36	36

Anti-social behaviour

NM01 (1)	Number of anti-social behaviour cases, opened per 1,000 homes.
NM01 (2)	Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes

LCRA	LCHO	All stock (LCRA + LCHO)	Numerator	Denominator
		55.1	1049	19022
		0.4	8	19022

Decent Home Standard and repairs

RP01	Proportion of homes that do not meet the Decent Homes Standard.
RP02 (1)	Proportion of non-emergency responsive repairs completed within the landlord's target timescale.
RP02 (2)	Proportion of emergency responsive repairs completed within the landlord's target timescale.

LCRA	LCHO	All stock (LCRA + LCHO)	Numerator	Denominator
0.7			123	16698
77.2			41886	54238
95.3			19180	20126

What is your (maximum) target timescale for non-emergency repairs used to calculate RP02 (pt1)?

28	Working days
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What is your (maximum) target timescale for emergency repairs used to calculate RP02 (pt2)?

24	Hours
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Complaints

CH01 (1)	Number of stage one complaints received per 1,000 homes.
CH01 (2)	Number of stage two complaints received per 1,000 homes.
CH02 (1)	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.
CH02 (2)	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.

LCRA	LCHO	All stock (LCRA + LCHO)	Numerator	Denominator
127.8	41.3		2134	16698
24.2	8.6		404	16698
90.7	86.5		1936	2134
83.4	95.0		337	404

Tenant perception measures

		LCRA	LCHO
TP01	Proportion of respondents who report that they are satisfied with the overall service from their landlord.	67.5	54.2
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.	63.9	
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.	58.4	
TP04	Proportion of respondents who report that they are satisfied that their home is well maintained.	67.7	
TP05	Proportion of respondents who report that they are satisfied that their home is safe.	75.6	77.6
TP06	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	56.8	38.0
TP07	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	70.8	61.8
TP08	Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	76.7	66.2
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.	32.8	24.6
TP10	Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	66.3	50.0
TP11	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	63.6	45.7
TP12	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	64.0	44.0