



TENANT SATISFACTION MEASURES

Emh Group

Reporting Period: April 2025 – March 20206

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Our Stock Profile:

Total social housing units: 19,389

Low Cost Rental Accommodation (LCRA): 16,923

Low Cost Home Ownership (LCHO): 2,466

Building Safety

	LCRA	LCHO	All stock (LCRA + LCHO)	Numerator	Denominator
BS01 Proportion of homes for which all required gas safety checks have been carried out.			99.4	14442	14529
BS02 Proportion of homes for which all required fire risk assessments have been carried out.			100.0	649	649
BS03 Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.			100.0	370	370
BS04 Proportion of homes for which all required legionella risk assessments have been carried out.			100.0	109	109
BS05 Proportion of homes for which all required communal passenger lift safety checks have been carried out.			100.0	35	35

Anti-social behaviour

	LCRA	LCHO	All stock (LCRA + LCHO)	Numerator	Denominator
NM01 (1) Number of anti-social behaviour cases opened per 1,000 homes.			29.2	567	19856
NM01 (2) Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes.			0.5	10	19856

Decent Home Standard and Repairs

	LCRA	LCHO	All stock (LCRA + LCHO)	Numerator	Denominator
RP01 Proportion of homes that do not meet the Decent Homes Standard.	0.8			143	16923
RP02 (1) Proportion of non-emergency responsive repairs completed within the landlord's target timescale.	82.4			47643	57786
RP02 (2) Proportion of emergency responsive repairs completed within the landlord's target timescale.	97.3			19172	19698

Q5a What is your (maximum) target timescale for non-emergency repairs used to calculate RP02 (pt1)? 28 Working Days

Q5d What is your (maximum) target timescale for emergency repairs used to calculate RP02 (pt2)? 24 Hours

Complaints

	LCRA	Numerator	Denominator
CH01 (1) Number of stage one complaints received per 1,000 homes.	65.6	1110	16923
CH01 (2) Number of stage two complaints received per 1,000 homes.	15.4	260	16923
CH02 (1) Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	95.8	1063	1110
CH02 (2) Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	93.5	243	260

	LCHO	Numerator	Denominator
CH01 (1) Number of stage one complaints received per 1,000 homes.	19.5	48	2466
CH01 (2) Number of stage two complaints received per 1,000 homes.	8.5	21	2466
CH02 (1) Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	97.9	47	48
CH02 (2) Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	95.2	20	21

Tenant perception measures

		LCRA	LCHO	Combined
TP01	Proportion of respondents who report that they are satisfied with the overall service from their landlord.	73.1	56.1	
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.	77.2		
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.	72.2		
TP04	Proportion of respondents who report that they are satisfied that their home is well maintained.	74.0		
TP05	Proportion of respondents who report that they are satisfied that their home is safe.	80.9	82.7	
TP06	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	62.0	39.6	
TP07	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	76.0	66.4	
TP08	Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	79.1	67.7	
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.	42.7	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.	72.0	64.6	
TP11	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	70.3	54.6	
TP12	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	62.4	36.4	