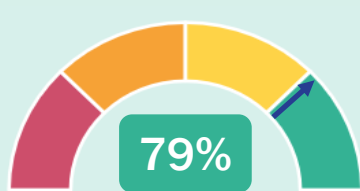


# Overall Satisfaction

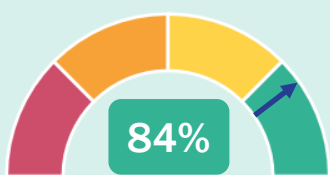


Housing Solutions: 79%

Similar Housing Associations to us: 71%

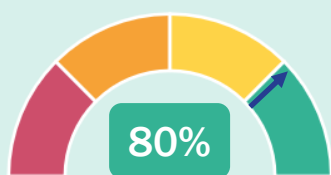
## Keeping Properties in Good Repair

Satisfaction with repairs



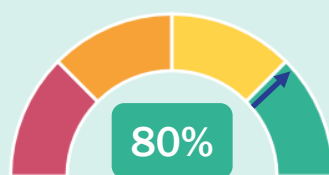
Benchmark: 68%

Satisfaction with time taken to complete repairs



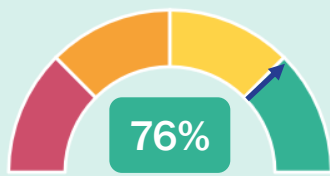
Benchmark: 67%

Satisfaction that their home is well maintained



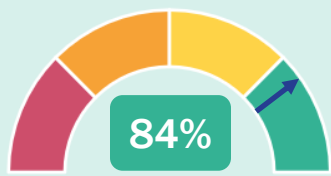
Benchmark: 65%

Non-Emergency Repairs completed in target



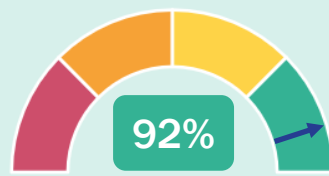
Benchmark: 72%

Emergency Repairs completed in target (4 hours)



Benchmark: 87%

Emergency Repairs completed in 24 hours



Benchmark: 87%

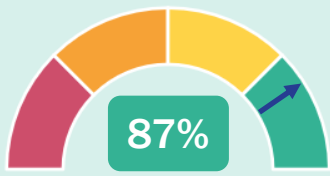
Percentage of homes not meeting Decent Homes Standard

0.00%

Benchmark: 0.04%

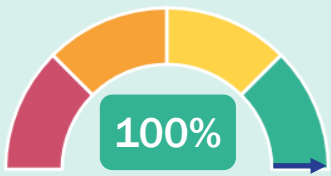
## Maintaining Building Safety

Provide a home that is safe



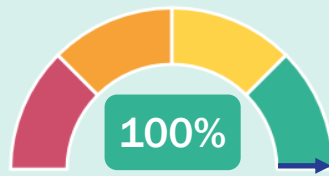
Benchmark: 78%

Gas safety checks completed



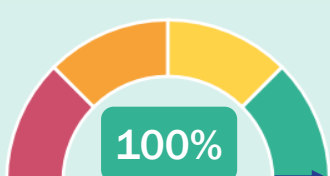
Benchmark: 100%

Fire risk assessments completed



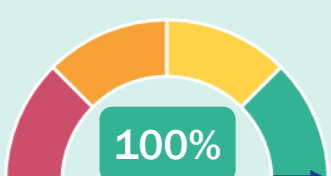
Benchmark: 100%

Asbestos surveys completed



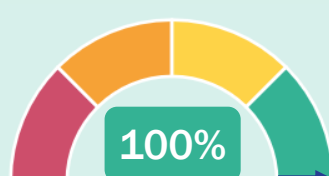
Benchmark: 100%

Legionella assessments completed



Benchmark: 100%

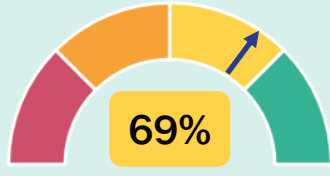
Lift safety checks completed



Benchmark: 100%

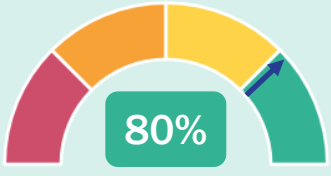
## Respectful and Helpful Engagement

Listens to your views and acts upon them



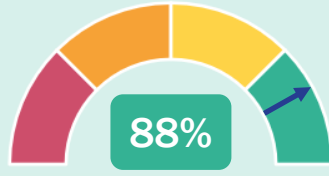
Benchmark: 61%

Keeps you informed about things that matter to you



Benchmark: 74%

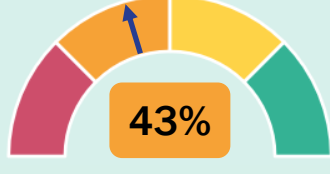
Housing Solutions treat me fairly and with respect



Benchmark: 72%

## Effective Complaints Handling

Satisfaction with complaints handling



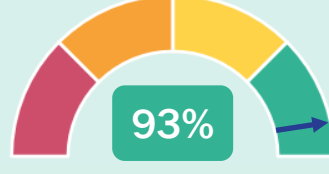
Benchmark: 32%

Number of Stage 1 complaints per 1,000 homes

30.8

Benchmark: 47.0

Stage 1 complaints responded to in target



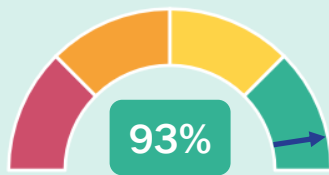
Benchmark: 92%

Number of Stage 2 complaints per 1,000 homes

2.9

Benchmark: 10.2

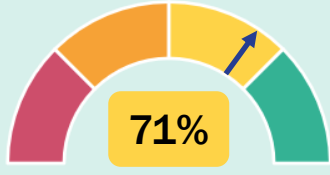
Stage 2 complaints responded to in target



Benchmark: 91%

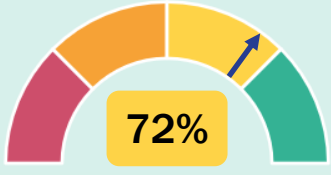
## Responsible Neighbourhood Management

Communal areas clean and well maintained



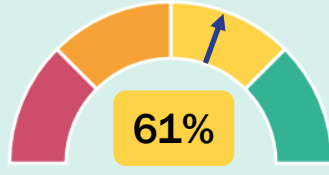
Benchmark: 66%

Makes a positive contribution to your neighbourhood



Benchmark: 67%

Approach to handling Anti-Social Behaviour



Benchmark: 59%

Number of ASB cases per 1,000 homes

22.0

Benchmark: 67.6

Number involving hate incidents per 1,000 homes

0.7

Benchmark: 0.8