

# Pine Court Tenant Satisfaction Measures 2023-24

## Overall Satisfaction

<b>TP01</b>	Proportion of respondents who report that they are satisfied with the overall service from their landlord.	90.1%
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## Keeping properties in a good state of repair

<b>TP02</b>	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service.	91.5%
<b>TP03</b>	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.	93.3%
<b>TP04</b>	Proportion of respondents who report that they are satisfied that their home is well maintained.	92.4%
<b>RP01</b>	Proportion of homes that do not meet the Decent Homes Standard.	0.0%
<b>RP02 (2)</b>	Proportion of emergency responsive repairs completed within the landlord's target timescale.	99.4%
<b>RP02 (1)</b>	Proportion of non-emergency responsive repairs completed within the landlord's target timescale.	86.4%

## Maintaining building safety.

<b>TP05</b>	Proportion of respondents who report that they are satisfied that their home is safe.	91.60%
<b>BS01</b>	Proportion of homes for which all required gas safety checks have been carried out.	100.00%
<b>BS02</b>	Proportion of homes for which all required fire risk assessments have been carried out.	100.00%
<b>BS03</b>	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	100.00%
<b>BS04</b>	Proportion of homes for which all required legionella risk assessments have been carried out.	100.00%
<b>BS05</b>	Proportion of homes for which all required communal passenger lift safety checks have been carried out.	100.00%

## Respectful and helpful engagement

<b>TP06</b>	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	81.90%
<b>TP07</b>	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	87.60%
<b>TP08</b>	Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	91.60%

## Effective handling of complaints.

<b>TP09</b>	Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling.	62.50%
<b>CH01 (1)</b>	Number of stage one complaints received per 1,000 homes.	7.4
<b>CH01 (2)</b>	Number of stage two complaints received per 1,000 homes.	Zero received
<b>CH02 (1)</b>	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	100.00%
<b>CH02 (2)</b>	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	Zero received

## Responsible neighbourhood management

<b>TP10</b>	Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	86.50%
<b>TP11</b>	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	87.80%
<b>TP12</b>	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	82.00%
<b>NM01 (1)</b>	Number of anti-social behaviour cases, opened per 1,000 homes.	22.1
<b>NM01 (2)</b>	Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes	1.8