

How we are performing

2024-2025 Quarter 3
October - December



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community
gateway

We are committed to providing transparent, accurate, and reliable information about performance.

Performance Indicators

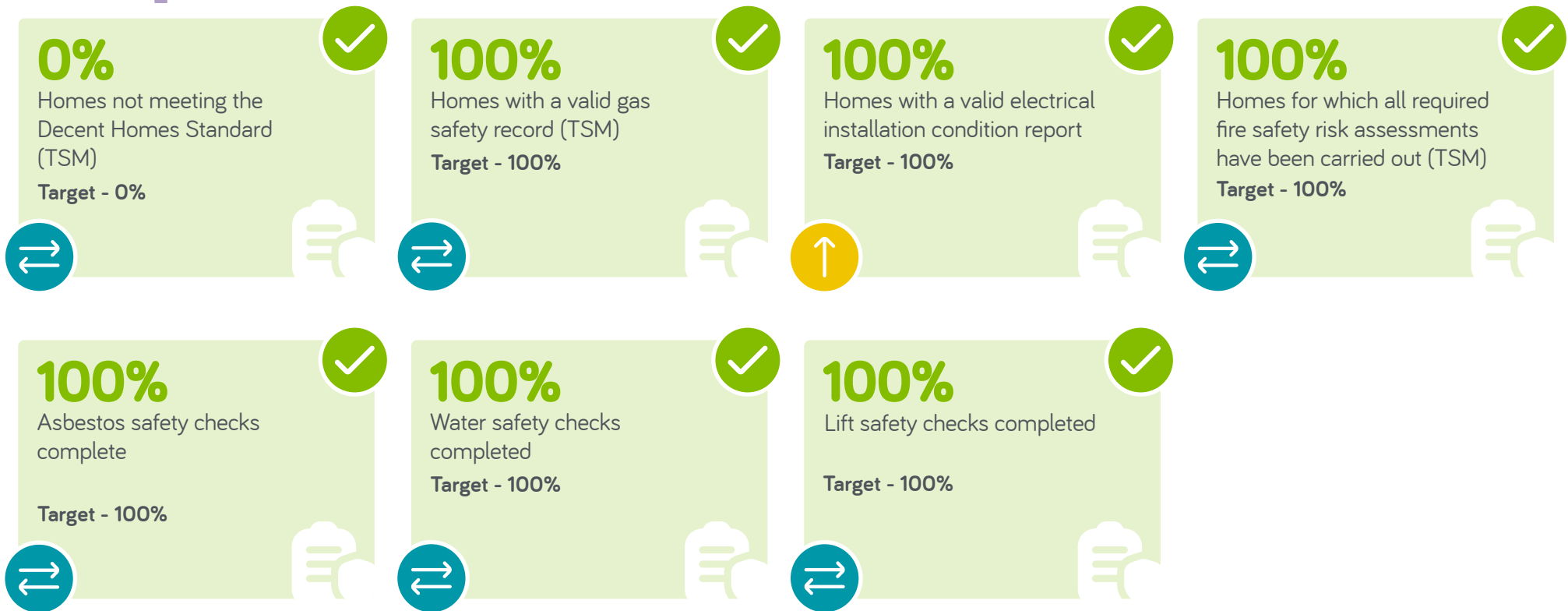
On the following pages we have set out our key performance indicators, showing current percentages, trends and targets.

Key

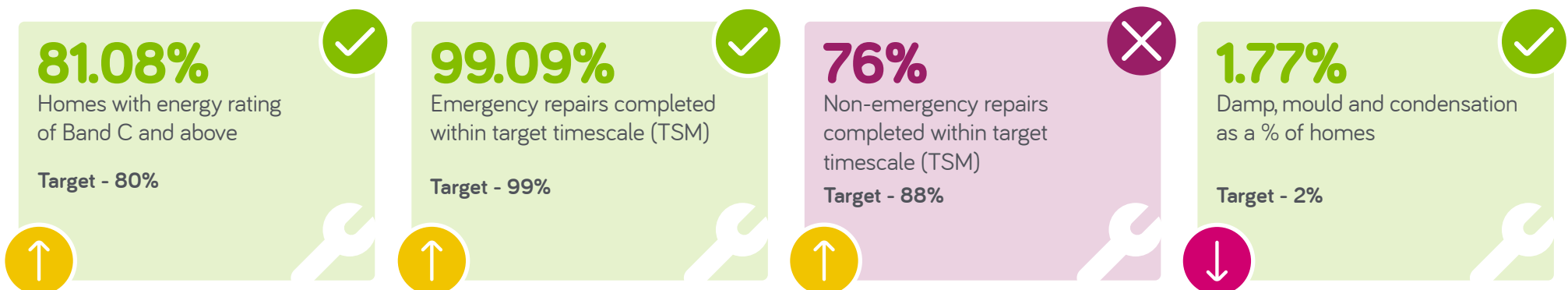
-  Performance on or above target
-  Performance slightly below target
-  Performance below target
-  Performance improving
-  Performance maintained
-  Performance deteriorating

*TSM - Tenant Satisfaction Measure. TSMs are intended to be a tool to allow tenants to scrutinise their landlord's performance, give insights to the landlord on where they might look to improve their service, and provide a source of intelligence to the regulator on how well landlords are meeting the outcomes of the new consumer standards.

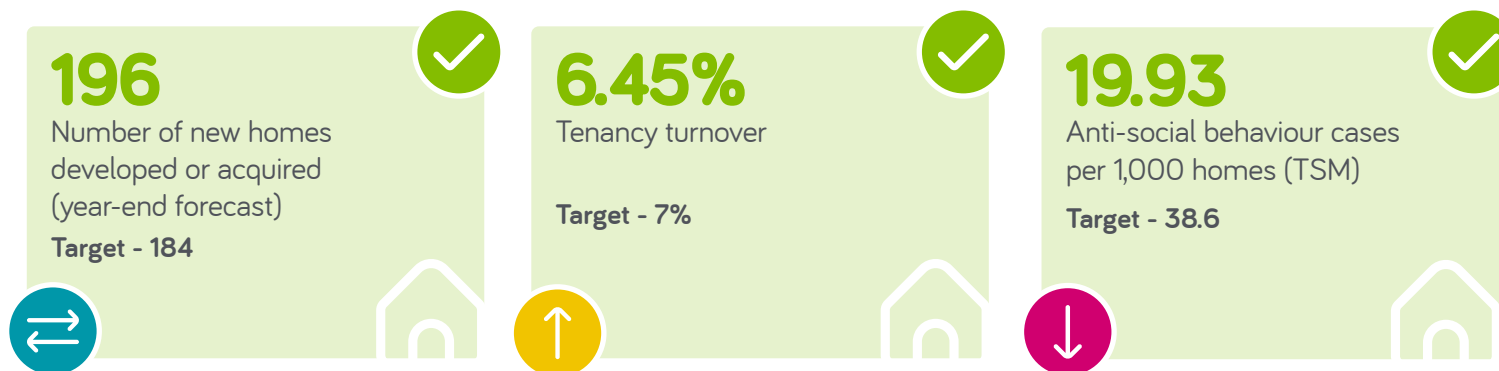
Compliance



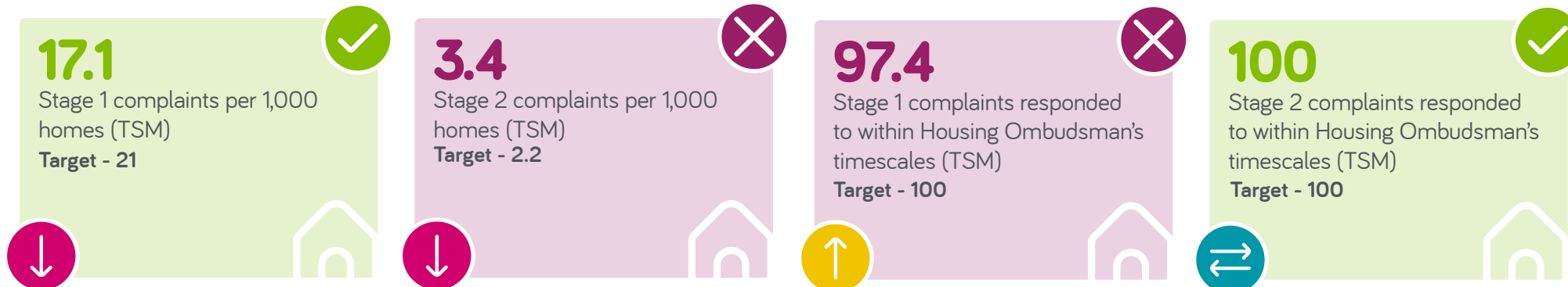
Repairs Service



Housing Services



Complaints



Tenant Satisfaction

86.35%

Satisfaction with the overall service provided (TSM)

Target - 80%



85.44%

Satisfaction with repairs service (last 12 months) (TSM)

Target - 80%



79.30%

Satisfaction with time taken to complete most recent repair (last 12 months) (TSM)

Target - 75%



85.30%

Satisfaction that home is well maintained (TSM)

Target - 78%



88.79%

Satisfaction that the home is safe (TSM)

Target - 80%



74.25%

Satisfaction that the landlord listens to tenant views and acts upon them (TSM)

Target - 68%



85.88%

Satisfaction that the landlord keeps tenants informed about things that matter to them (TSM)

Target - 76%



86.29%

Agreement that the landlord treats tenants fairly and with respect (TSM)

Target - 82%



50.68%

Satisfaction with approach to handling complaints (last 12 months) (TSM)

Target - 45%



86.47%

Satisfaction that the landlord keeps communal areas clean and well maintained (TSM)

Target - 71%



78.66%

Satisfaction that landlord makes a positive contribution to the neighbourhood (TSM)

Target - 67%



60.54%

Satisfaction with the landlords approach to handling anti-social behaviour (TSM)

Target - 60%



Financial



Colleagues

