

Tenant Satisfaction Measures - 2023/2024

Overall satisfaction with CGA services: 86.4%

Keeping properties in good repair



85.4%

Of tenants satisfied with our repairs service



79.3%

Of tenants were satisfied with the time taken to complete the most recent repair



85.3%

Satisfaction that the home is well maintained



0.0%

Of CGA homes that do not meet the Decent Homes Standard



99.1%

Of emergency repairs completed within target time scale (24 hours)



76.0%

Of non-emergency repairs completed within target timescale (20 days)

Maintaining building safety



88.8%

Satisfaction that the home is safe



100%

Gas safety checks completed



100%

Fire safety checks completed



100%

Asbestos safety checks completed



100%

Water safety checks completed



100%

Lift safety checks completed

Respectful and helpful engagement



74.3%

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



85.9%

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



86.3%

Satisfaction that the landlord treats tenants fairly and with respect



Effective handling of complaints



50.7%

Satisfaction with the landlord's approach to handling complaints



17.1%

Stage 1 Complaints relative to the size of the landlord (per 1000 homes)



97.4%

Stage 1 Complaints responded to within the Complaints Handling Code timescales



3.4

Stage 2 Complaints relative to the size of the landlord (per 1000 homes)



100%

Stage 2 Complaints responded to within Complaint Handling Code timescales

Responsible neighbourhood management



86.5%

Satisfaction that the landlord keeps communal areas clean and well maintained



78.7%

Satisfaction that the landlord makes a positive contribution to neighbourhoods



60.5%

Satisfaction with the landlord's approach to handling anti-social behaviour



19.9

Number of anti-social behaviour cases opened (per 1000 homes)