

Tenant Satisfaction Measures - 2023/2024

Overall satisfaction with CGA services: 78.6%

Keeping properties in good repair



80.1%

Of tenants satisfied with our repairs service



77.4%

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



76.6%

Satisfaction that the home is well maintained



0.0%

Of CGA homes that do not meet the Decent Homes Standard



98.7%

Of emergency repairs completed within target timescale (24 hours)



83.4%

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

Maintaining building safety



78.8%

Satisfaction that the home is safe



99.7%

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



67.1%

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



74.6%

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



80.3%

Satisfaction that the landlord treats tenants fairly and with respect

Effective handling of complaints



43.9%

Satisfaction with the landlord's approach to handling complaints



25.7

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



97.7%

Stage 1 Complaints responded to within the Complaints Handling Code timescales



3.5

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



69.0%

Satisfaction that the landlord keeps communal areas clean and well maintained



66.0%

Satisfaction that the landlord makes a positive contribution to neighbourhoods



54.7%

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



67.4

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



2.5

Number of anti-social behaviour cases that involve hate incidents (per 1000 homes)