

# Tenant Satisfaction Measures - 2024/2025

Overall satisfaction with CGA services: 86.2% (↑7.6%)

## Keeping properties in good repair



84.3%

Of tenants satisfied with our repairs service

↑ 4.3%



79.0%

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

↑ 1.6%



84.3%

Satisfaction that the home is well maintained

↑ 7.7%



0.0%

Of CGA homes that do not meet the Decent Homes Standard

↔ No Change



98.9%

Of emergency repairs completed within target timescale (24 hours)

↑ 0.2%



79.5%

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

↑ 3.9%

## Maintaining building safety



88.5%

Satisfaction that the home is safe

↑ 9.7%



100%

Gas safety checks completed

↑ 0.3%



100%

Fire safety checks completed

↔ NO CHANGE



100%

Asbestos safety checks completed

↔ NO CHANGE



100%

Water safety checks completed

↔ NO CHANGE



100%

Lift safety checks completed

↔ NO CHANGE

- ↑ Represents an improvement in performance compared to 2023-24
- ↓ Represents a decline in performance compared to 2023-24
- ↔ Represents no change in performance compared to 2023-24

### Satisfaction Survey Results

This year, the survey was completed by post and telephone. In 2023-24, the survey was completed by email, text, post and telephone. For more details on our approach, please [click here](#).



# Effective handling of complaints



50.0%

Satisfaction with the landlord's approach to handling complaints

↑ 6.1%



24.0

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

↑ 1.7



98.2%

Stage 1 Complaints responded to within the Complaints Handling Code timescales

↑ 0.5%



4.5

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

↓ 1



100%

Stage 2 Complaints responded to within Complaint Handling Code timescales

↔ NO CHANGE

# Responsible neighbourhood management



84.2%

Satisfaction that the landlord keeps communal areas clean and well maintained

↑ 15.2%



80.1%

Satisfaction that the landlord makes a positive contribution to neighbourhoods

↑ 14.1%



62.3%

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

↑ 7.6%



32.4

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

↑ 35



1.4

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

↑ 1.1



Represents an improvement in performance compared to 2023-24



Represents a decline in performance compared to 2023-24



Represents no change in performance compared to 2023-24

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# Respectful and helpful engagement



76.3%

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

↑ 9.2%



86.7%

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

↑ 12.1%



87.6%

Satisfaction that the landlord treats tenants fairly and with respect

↑ 7.3%



Represents an improvement in performance compared to 2023-24



Represents a decline in performance compared to 2023-24



Represents no change in performance compared to 2023-24

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