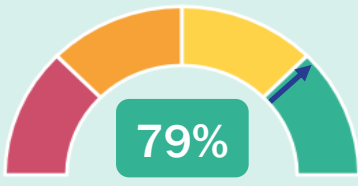


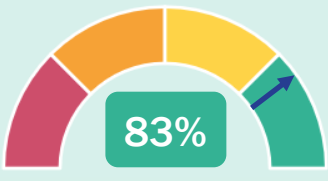
## Overall Satisfaction



Housing Solutions: 79%  
Similar Housing Associations to us: 70%

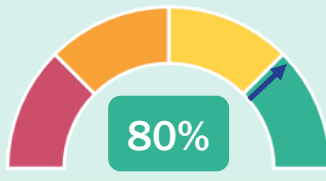
## Keeping Properties in Good Repair

Satisfaction with repairs



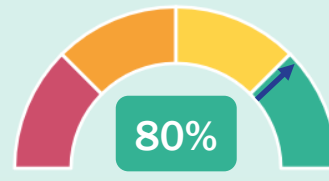
Benchmark:  
68%

Satisfaction with time taken to complete repairs



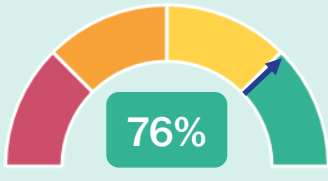
Benchmark:  
67%

Satisfaction that their home is well maintained



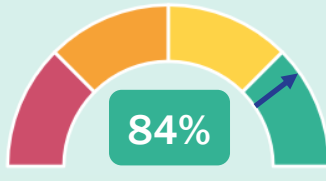
Benchmark:  
65%

Non-Emergency Repairs completed in target



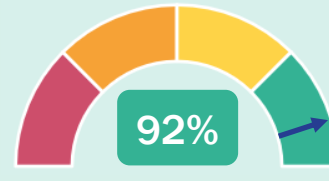
Benchmark:  
76%

Emergency Repairs completed in target (4 hours)



Benchmark:  
90%

Emergency Repairs completed in 24 hours



Benchmark:  
90%

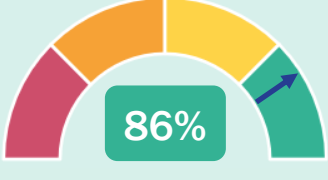
Percentage of homes not meeting Decent Homes Standard

0.00%

Benchmark:  
0.04%

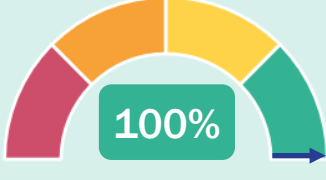
## Maintaining Building Safety

Provide a home that is safe



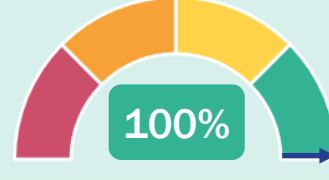
Benchmark:  
77%

Gas safety checks completed



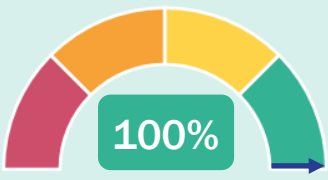
Benchmark:  
100%

Fire risk assessments completed



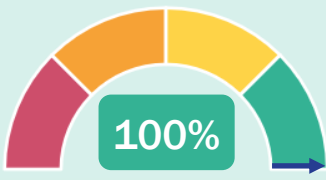
Benchmark:  
100%

Asbestos surveys completed



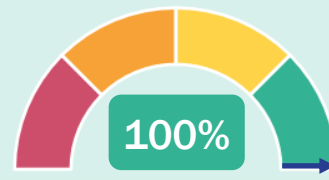
Benchmark:  
100%

Legionella assessments completed



Benchmark:  
100%

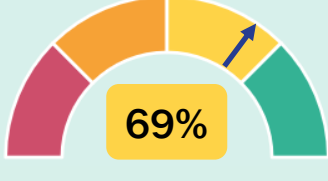
Lift safety checks completed



Benchmark:  
100%

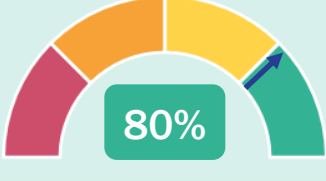
## Respectful and Helpful Engagement

Listens to your views and acts upon them



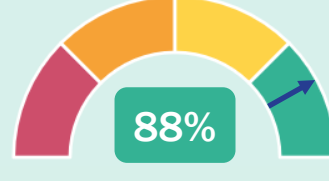
Benchmark:  
61%

Keeps you informed about things that matter to you



Benchmark:  
74%

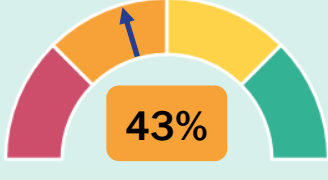
Housing Solutions treat me fairly and with respect



Benchmark:  
72%

## Effective Complaints Handling

Satisfaction with complaints handling



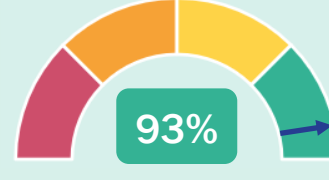
Benchmark:  
33%

Number of Stage 1 complaints per 1,000 homes

30.8

Benchmark:  
48.1

Stage 1 complaints responded to in target



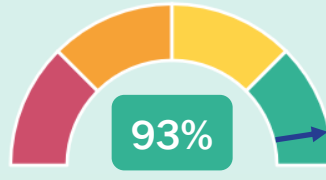
Benchmark:  
92%

Number of Stage 2 complaints per 1,000 homes

2.9

Benchmark:  
10.4

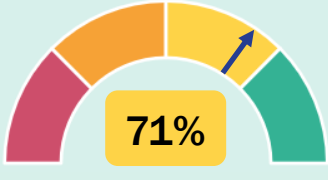
Stage 2 complaints responded to in target



Benchmark:  
91%

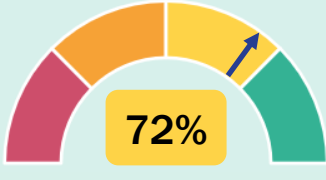
## Responsible Neighbourhood Management

Communal areas clean and well maintained



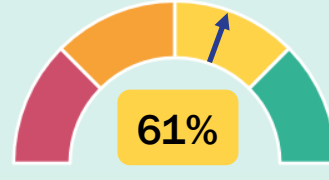
Benchmark:  
71%

Makes a positive contribution to your neighbourhood



Benchmark:  
67%

Approach to handling Anti-Social Behaviour



Benchmark:  
59%

Number of ASB cases per 1,000 homes

22.0

Benchmark:  
44.8

Number involving hate incidents per 1,000 homes

0.7

Benchmark:  
0.9