

Resident Satisfaction Measures Results

March 2025

The Register for Social Housing (RSH) are ensuring all landlords gather feedback from their residents on a regular basis. The purpose is for the RSH to understand how well landlords are complying with required standards, for landlords themselves to find out where they can improve their services and for residents to understand what compliance standards are required of their own landlords. Therefore In the summer of 2024 we asked all residents in the Mabel Luke flats to complete an online questionnaire entitled 'Resident Satisfaction Measures.' We were very pleased with the response and thank all residents for taking part.

TP01	Overall satisfaction	100%
TP02	Satisfaction with repairs	100%
TP03	Satisfaction with time taken to complete most recent repair	85%
TP04	Satisfaction that the home is well maintained	92%
TP05	Satisfaction that the home is safe	100%
TP06	Satisfaction that the landlord listens to tenant views and acts upon them	75%
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	92%
TP08	Agreement that the landlord treats tenants fairly and with respect	100%
TP09	Satisfaction with the landlord's approach to handling complaints	100%
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained	83%
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods	83%
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour	83%

We are striving to ensure that we maintain the standards expected by our residents and will be repeating this survey every two years so the next one will be in the summer of 2026.

The Board of The Charity of Mrs Mabel Luke
March 2025

