

## 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. We had a 75% response rate.

<b>TP01</b>	Overall satisfaction	100%
<b>TP02</b>	Satisfaction with repairs	100%
<b>TP03</b>	Satisfaction with time taken to complete most recent repair	85%
<b>TP04</b>	Satisfaction that the home is well maintained	92%
<b>TP05</b>	Satisfaction that the home is safe	100%
<b>TP06</b>	Satisfaction that the landlord listens to tenant views and acts upon them	75%
<b>TP07</b>	Satisfaction that the landlord keeps tenants informed about things that matter to them	92%
<b>TP08</b>	Agreement that the landlord treats tenants fairly and with respect	100%
<b>TP09</b>	Satisfaction with the landlord's approach to handling complaints	100%
<b>TP10</b>	Satisfaction that the landlord keeps communal areas clean and well maintained	83%
<b>TP11</b>	Satisfaction that the landlord makes a positive contribution to neighbourhoods	83%
<b>TP12</b>	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 year so the next one will be in the summer of 2025.

The Board of The Charity of Mrs Mabel Luke  
March 2025

