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Annual Tenant Report 2023/24

Welcome to the 2023/24 Annual Tenant Report. This year's report provides a detailed review of how we have performed in delivering our services. I hope you find the information helpful and insightful.

A highlight of this year's report is the introduction of a new section on Tenant Satisfaction Measures (TSMs). Here, you'll find a summary of our performance across key areas, such as the quality of your home, the efficiency of our services, and your overall experience as a tenant.

Thanks to data provided by Acuity and Housemark, we are able to benchmark our results against those of other social housing providers, offering you a clearer picture of how we measure up. We are proud of our achievements to date but recognise that we still have work to do to ensure even greater satisfaction for all tenants.

We're always open to your feedback, so if there's any other information you'd like to see in future reports or if you have suggestions for improvements, we'd love to hear from you!

Tenant Satisfaction Measure	MHA 2023-24	Housemark Upper Quartile	+/-
Proportion of respondents who report that they are satisfied with the overall service from their landlord.	84%	79%	+5%
Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service.	87%	80%	+7%
Proportion of respondents who have received a repair in the last 12 months who report that they are stratified with the time taken to complete their most recent repair.	78%	76%	+2%
Proportion of respondents who report that they are satisfied and that their home is well maintained.	87%	80%	+7%
Proportion of respondents who report that they are satisfied that their home is safe.	93%	86%	+7%
Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	79%	69%	+10%
Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	92%	79%	+13%
Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	93%	85%	+8%
Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaint handling.	41%	42%	-1%
Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas.	75%	72%	+3%
Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	82%	74%	+8%
Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	75%	64%	+11%

Management Information Measure	MHA 2023-24	Acuity Median	+/-
Proportion of homes for which all required gas safety checks have been carried out.	100%	100%	0%
Proportion of homes for which all required fire risk assessments have been carried out.	100%	100%	0%
Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	100%	100%	0%
Proportion of homes for which all required legionella risk assessments have been carried out.	100%	100%	0%
Proportion of homes for which all required communal passenger lift safety checks have been carried out.	100%	100%	0%
Number of stage one complaints received per 1,000 homes.	7	11.8	-4.8
Number of stage two complaints received per 1,000 homes.	1	1.5	-0.5
Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	100%	47.6%	+52.4%
Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	100%	66.7%	+33.4%
Number of anti-social behaviour cases opened per 1,000 homes.	13	19.7	-6.7
Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes.	0	0	0
Proportion of homes that do not meet the Decent Homes Standard.	0%	0.2%	-0.2%
Proportion of non-emergency responsive repairs completed within the landlord's target timescale.	86.3%	92.2%	-5.9%
Proportion of emergency responsive repairs completed within the landlord's target timescale.	98.6%	92%	+6.6%

Bedspaces and average weekly rent 2023/24

General Needs Social Housing Rent



General Needs Affordable Rent

