TENANT SATISFACTION MEASURES

Every year we will publish some of our key performance indicators for the year just gone. Its important to us that our residents see how we are performing, and hopefully see how our performance improves each year.

These figures come from a survey of our residents carried out in October and November of 2024. 150 people completed the survey and we thank you all for your contribution.

Question	23-24	24-25
Taking everything into account, how satisfied are you with the service provided by Tyne?	89%	97%
Thinking about the property that you live in now, how satisfied are you that Tyne provides a home that is safe?	92%	95%
To what extent do you agree with the statement "Tyne treats me fairly and with respect"?	88%	97%
Thinking about the condition of the property that you live in now, how satisfied are you that Tyne provides a property that is well maintained?	92%	97%
How satisfied are you that Tyne listens to your views and acts on them?	82%	91%
How satisfied are you with Tyne's approach to complaint handling?	58%	38%
How satisfied are you with the support service you receive from Tyne?	Not asked	100%
How satisfied are you with the Out of Hours Service?	Not asked	91%

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Complaints

In 2024-25 we received a total of 40 complaints.

23 of these were from Tyne residents. We responded to 91% of these within 10 working days, which is our target.

This is an improvement on last years figure of 79%

View our complaints policy here:
tynehousing.org.uk/policies

91%

Anti-social Behaviour

We recorded 120 cases of ASB during the year, a decrease of 69 from last year.

We also record what are known as "Hate" incidents - this is where prejudice against someone because of their disability, race, religion, sex, or sexual identity is seen as being the main motivation behind the incident. We had 6 such cases last year, an increase of 2 on the year before.

Homes that meet the Decent Homes Standard

The Decent Homes Standard is a measure set out by the government to for some minimum standards for all Housing Association Homes. Our records tell us that all of our properties meet these standards

100%

Repairs completed within target timescales

89%

We aim to get all our emergency repairs completed within 24 hours. This year we achieved 89%, an improvement on last year's figure of 76%.

Our target for routine repairs is 21 days. This year we achieved 90%, an improvement against last years result of 77%

Gas Safety Tests

Completion of Landlord Gas Safety tests where there is a gas appliance present

Proportion of properties where all necessary gas tests have been carried out - 100%

Fire Safety Tests

All properties that have any shared or communal areas have a Fire Risk Assessment carried out in them by an independent, qualified Risk Assessor.

Proportion of properties with an FRA done in the last 12 months - 100%

Water Safety Checks

Properties for which all necessary legionella risk assessments have been carried out - 100%

100%

Legionella is a bacteria which can form in water and can cause an illness called Legionnaires Disease.

All of our properties that have shared or communal spaces (shared houses and blocks of flats) have had a Legionella Risk Assessment carried out. Most of our properties are low risk but where there is a higher risk - where there is a water tank usually - we do additional checks during the year and carry out a risk assessment more often, every 2-3 years.

Asbestos Safety Checks

We carry out an asbestos survey at all our properties. Where asbestos is identified it's usually best just to leave it where it is but we do come back each year to check that it is still safe.

Properties for which all asbestos checks have been carried out - 100%

Lift Safety Checks

Where we have passenger lifts, we check them four times a year to ensure that they are working properly and safely.

Proportion of properties where all required lift safety checks have been carried out - 100%

UPDATE ON 2024-25 ACTION PLAN

Improvement	Action Required	Result
Improve our response times to complaints	Training for staff	Percentage of Stage 1 complaints answered in time rose from 79% to 91%
Implement refreshed Complaints Policy	Training for staff	Our new Complaints was approved by the Board in July 2024 and training for key staff carried out in October 24. We have refreshed our policy again in May 2025 and carried out further training
Improve reporting on Complaints & Anti-Social Behaviour (ASB)	Move Complaints & ASB Log onto Inform Housing Management System	Complaints Log has been moved onto Inform. We are still working on moving our ASB log onto it
Improve reporting of repair performance	Migrate repairs ordering onto Inform	This has not yet happened. We hope to achieve this by the end of the year
Improve reporting of compliance data	Move Compliance information onto Inform	This has not yet happened. We hope to achieve this by the end of the year
Get better up to date information about the condition of our properties	Carry out a stock condition survey	The stock condition survey is out to tender as we seek to appoint a provider, we hope to have it completed in the early part of 2026

ACTION PLAN 2025-26

Improvement	Action Required	By When
Improve reporting of anti-social behaviour	Move ASB Log onto Inform*	Aug 1, 2025
Improve reporting of repair data	Move repairs ordering onto Inform	Dec 1, 2025
Improve experiences of our complaint handling	Increase knowledge of Complaints process amongst residents Make it easier to complain Give staff greater empowerment to solve complaints at initial stages	Feb 1, 2026
Improve reporting of compliance data	Move compliance information onto Inform	Feb 1, 2026
Improve knowledge of our housing stock	Carry out stock condition survey	Feb 1, 2026
Improve website	Full redesign of our website, making important information more accessible for residents	Mar 1, 2026

* Inform is a digital platform that allows us to easily share data between different teams, meaning we can act quickly in addressing reports.

Tyne Housing