# Tenant Satisfaction Measures

Every year we will publish some of our key performance indicators for the year just gone. It's 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, November and December of 2025. 222 people completed the survey and we thank you all for your contribution

| Question | 23-24 | 24-25 | 25-26 |
|---|---|---|---|
| Taking everything into account, how satisfied are you with the service provided by Tyne? | 89% | 97% | 86% |
| If you have had a repair carried out, how satisfied are you with the repairs service provided by Tyne? | 89% | N/A | 90% |
| How satisfied were you with the time taken to carry out your most recent repair? | 84% | N/A | 88% |
| How satisfied are you that Tyne provides a home that is well-maintained? | 89% | 97% | 88% |
| Thinking about the property that you live in now, how satisfied are you that Tyne provides a home that is safe? | 92% | 95% | 89% |
| How satisfied are you that Tyne listens to your views and acts on them? | 82% | 91% | 81% |
| How satisfied are you that Tyne keeps you informed about the things that matter to you? | 84% | N/A | 81% |
| To what extent do you agree with the statement “Tyne treats me fairly and with respect”? | 88% | 97% | 87% |
| How satisfied are you with Tyne’s approach to complaint handling? | 58% | 38% | 82% |
| How satisfied are you that Tyne keeps communal areas clean and well-maintained? | 83% | N/A | 81% |
| How satisfied are you that Tyne makes a positive contribution to the neighbourhood? | 73% | N/A | 74% |
| How satisfied are you with Tyne’s approach to dealing with Anti-Social Behaviour? | 77% | N/A | 75% |

## Results Generated from Tyne Records

These figures come from the records that we keep - records of things like complaints and anti-social behaviour, but also repairs and the information we keep on the checks we make to try to ensure that your homes are safe.

## Complaints

In 25-26 we received 18 complaints from Tyne residents or former residents, or people working on their behalf.
We responded to 100% of these within 10 working days, which is our target.
This is an improvement on last year's figure of 91%

## Anti-social Behaviour

We recorded 271 cases of ASB during the year, an increase of 150 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 4 such cases last year, a decrease of 2 on the year before.

## Homes that do not 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 recent Stock Condition Survey found only 15 properties not compliant with the decent homes standards. That means that 94.19  of our stock is compliant, and as all of the failures are very minor we should be 100% compliant shortly.

## Repairs completed within target timescales

We aim to get all our emergency repairs completed within 24 hours. This year we achieved 95.4%, an improvement on last year's figure of 89%.

Our target for routine repairs is 21 days. This year we achieved 98.58%, an improvement against last years result of 90%

## 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 Checks

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%

## 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%

## Water Safety Checks

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.

Properties for which all necessary legionella risk assessments 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 2025-26 Action Plan

| Improvement | Result |
|---|---|
| Improve perceptions of our complaint handling | Satisfaction with complaint handling increased to 82% |
| Improve reporting of ASB | Reporting of ASB moved to our Inform system allowing for better reporting and monitoring |
| Improve reporting of repair data | This is still outstanding. We will be moving repair reporting onto the Inform system but it has not yet happened. We are working with Inform now to build the system and will be migrating data into it from Quarter 3 |
| Improve reporting of compliance information | As above, work is going on at the moment to bring this about |
| Improve knowledge of our Housing Stock | Stock Condition Survey has been completed |
| Improve website | Not completed yet. The website redesign is underway and will be completed in December |
| Create new supported housing for vulnerable people | 48 new beds of supported housing have been added in Gateshead including our two brand new schemes, Prospect Place and Southernwood |

## Action Plan 2026-27

| Improvement | Action Required | By When |
|---|---|---|
| Improve repair reporting | Activate the repairs module on Inform | January 27 |
| Improve compliance monitoring | Activate asset management module on Imfrom | January 27 |
| Improved maintenance planning | Use Stock Condition Data to produce a comprehensive 5-year plan for all properties | March 27 |
| Better website | Website redesign | December 26 |
| Learning from recent experiences of development | Produce a “lessons learned log” from the two developments in Gateshead | December 26 |
| More move-on options for residents | Explore closer working with the Private Rented sector | March 27 |