

Our Customer Promises

We have worked with our tenants to agree on a set of Customer Promises. These results are for our general needs, independent living, shared owners, and supported housing tenants. We report on our RWP supported living tenants separately.

Framework		What we promise to do	How we will know we are on the right track
R	Resolve issues	We promise we will always try to resolve issues you raise with us to your satisfaction.	% of complaints answered in time % of tenants who believe their query was resolved today
A	Adapt our service	We promise to adapt to you where possible to deliver a supportive service, which treats you fairly and takes into account your individual needs.	% of tenants who feel treated fairly and with respect % of equality and diversity data held about tenants
M	Make it easy	We promise to make it easy for you in all aspects of our service delivery.	% of overall satisfaction with landlord % of satisfaction with repairs service
P	Proactive communication	We promise to be proactive in all our communication. We will be patient, genuine, approachable and manage expectations. We will say what we will do and by when.	% of tenants who feel we listen to their views and act upon them % of calls that could have been avoided if resolved first time

Key	getting better 	the same 	getting worse 	on target or better 	nearly at target 	worse than target 
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Resolve issues		We promise we will always try to resolve issues you raise with us to your satisfaction.					
Our measures	2024/25 results	June 2025 results	September 2025 results	Target 2024/25	Target met	Trend	Sector average
% of complaints answered in time	98.8%	91.8%	95.7%	100.0%			94.8%*
% of tenants who believe their query was resolved today	61.1%	58.7%	66.7%	70.0%			N/A
Adapt our service		We promise to adapt to you where possible to deliver a supportive service, which treats you fairly and takes into account your individual needs					
Our measures	2024/25 results	June 2025 results	September 2025 results	Target 2024/25	Target met	Trend	Sector average
% of tenants who feel treated fairly and with respect	80.0%	80.0%	79.0%	80.0%			78.2%**
% of equality and diversity data held about tenants	55.0%	55.0%	56.0%	60.0%			N/A

*Relates to September 2025 national median

**National median Housemark. Subject to change towards the end of 2025 when the official figures will be published by the Regulator of Social Housing.

***We have enhanced the reporting capabilities of our system and will be able to report on this measure starting from the third quarter.

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Make it easy		We promise to make it easy for you in all aspects of our service delivery.					
Our measures	2024/25 results	June 2025 results	September 2025 results	Target 2024/25	Target met	Trend	Sector average
% of overall satisfaction with landlord	76.0%	76.0%	73.0%	78.0%			72.5%**
% of satisfaction with repairs service	80.0%	81.0%	81.0%	81.0%			73.5%**
Proactive communication		We promise be proactive in all our communication. We will be patient, genuine, approachable and manage expectations. We will say what we will do and by when.					
Our measures	2024/25 results	June 2025 results	September 2025 results	Target 2024/25	Target met	Trend	Sector average
% of tenants who feel we listen to their views and act upon them	64.0%	75.0%	67.0%	67.0%			62.3%**
% of calls that could have been avoided if resolved first time	NEW	Not available	Not available	TBC	TBC	TBC	N/A***

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