

Tenant Satisfaction Measures

Summary results of our Tenant Perception Survey for Low Cost Rental Accommodation (LCRA) year end 2024/25

Results are for our general needs, independent living, supported housing and supported living tenants.



Overall satisfaction

76.3%

Overall satisfaction

76.3 people out of 100 reported they are satisfied with the overall service from Progress Housing Group.



Keeping properties in good repair

80.5%

Satisfaction with repairs

80.5 people out of 100 who have received a repair in the past 12 months reported they are satisfied.



72.8%

Satisfaction with the time taken to complete their most recent repair

72.8 people out of 100 thought we completed their repair within a reasonable time.



77.7%

Satisfaction that the home is well-maintained

77.7 people out of 100 thought we kept their home well-maintained.



80.5%

Satisfaction that the home is safe

80.5 people out of 100 thought their home was safe.



Respectful and helpful engagement

63.7%

Satisfaction that the landlord listens to tenant views and acts upon them

63.7 people out of 100 felt we listened to them.



71.2%

Satisfaction that the landlord keeps tenants informed about things that matter to them

71.2 people out of 100 thought we kept them fully informed.



79.4%

Agreement that the landlord treats tenants fairly with respect

79.4 people out of 100 thought we treated them with respect.



45.8%

Satisfaction with the landlord's approach to handling complaints

45.8 people out of 100 thought we handled their complaint well.



Responsible neighbourhood management

73.9%

Satisfaction that the landlord keeps communal areas clean and well-maintained

73.9 people out of 100 thought we maintained their communal areas well.



65.7%

Satisfaction that the landlord makes a positive contribution to neighbourhoods

65.7 people out of 100 thought we made a positive contribution to their neighbourhoods.



60.6%

Satisfaction with the landlord's approach to handling anti-social behaviour (ASB)

60.6 people out of 100 thought our approach to ASB was positive.



Tenant Satisfaction Measures

Summary results (Management Information)

Year end Group 2024/25

Results are for our general needs, independent living, shared owners, supported housing tenants and our supported living tenants combined.



How we manage complaints for the period 1 April 2024 - 31 March 2025

71.2

Stage 1

Number of stage one complaints per 1,000 properties relative to the size of landlord

3.4

Stage 2

Number of stage two complaints per 1,000 properties relative to the size of landlord

99.6%

Proportion of stage one complaints responded to within Complaint Handling Code timescales

We responded to 99.6 out of every 100 stage one complaints within our timescale of ten days.

86.1%

Proportion of stage two complaints responded to within Complaint Handling Code timescales

We responded to 86.1 out of every 100 stage two complaints within our timescale of 20 days.

Responsible neighbourhood management

for the period 1 April 2024 - 31 March 2025

52.9

Anti-social behaviour cases per 1,000 properties relative to the size of landlord

We received 52.9 reports of anti-social behaviour per 1,000 properties.

0.6

Anti-social behaviour hate cases per 1,000 properties relative to the size of landlord

We received 0.6 reports of anti-social behaviour hate cases per 1,000 properties.

Keeping properties in good repair

0.1%

Homes that do not meet the Decent Homes Standard as of 31 March 2025



84.0%

Proportion of non-emergency repairs completed within target timescale

84.0 out of every 100 non-emergency repairs were completed within our target timescales for the period 1 April 2024 - 31 March 2025



94.8%

Proportion of emergency repairs completed within target timescale

94.8 out of every 100 emergency repairs were completed within our timescale of 24 hours for the period 1 April 2024 - 31 March 2025



Keeping properties safe as of 31 March 2025



100.0%

of gas safety checks were carried out on those properties that required one



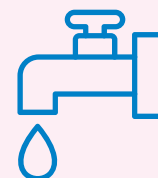
98.4%

of fire safety checks were carried out on those properties that required one



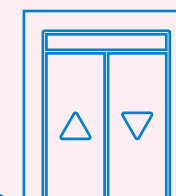
100.0%

of asbestos safety checks were carried out on those properties that required one



98.8%

of water safety checks were carried out on those properties that required one



98.9%

of lift safety checks were carried out on those properties that required one