

Tenant Satisfaction Measures 2025

Key Summary results

Outcomes of our Survey and Landlord Measures collected 2024 to 2025 and submitted to the Regulator for Social Housing.

Overall satisfaction

With the Housing Service

80.1%

Keeping properties in good repair

77.5%	Repairs - overall satisfaction	78%	Non-emergency repairs completed within target
79%	Well maintained home	84%	Emergency repairs completed within target
76.3%	Time taken - most recent repair	0%	Number of homes non-decent

Maintaining Building Safety

89.4%	HBBC provides a home that is safe	99.65%	Asbestos Management Surveys
100%	Up to date with: Gas Safety, Fire Safety, Communal Lifts and Water Safety Checks		

Responsible neighbourhood management

71%	Communal areas clean and well maintained	190	All ASB Cases (per 1000 properties)
75.9%	Housing services makes a positive contribution to their neighbourhood	0.3	Hate incidents only (per 1000 properties)
74.9%	Tenants satisfied with our approach to handling ASB (anti-social behaviour)		

Respectful and helpful engagement

74.1%	Views are listened to and acted upon	34.8	Stage 1 complaints recieved (per 1000 properties)
82.4%	Kept informed about things that matter to them	5.9	Stage 2 complaints recieved (per 1000 properties)
85%	Treated fairly and with respect	94.6%	Stage 1 complaints responded to within target
43%	Satisfaction with complaint handling	100%	Stage 2 complaints responded to within target