

# Tenant Satisfaction Measures

## Summary of results

Hinckley & Bosworth

Borough Council

Outcomes of our Tenant Satisfaction Survey for 2023/2024 and the performance data collected by us to submit to the Regulator for Social Housing.


Overall satisfaction



82.5%

Tenants satisfied with service from Housing team

Keeping properties in good repair




79.9%

Satisfaction with the overall service provided by the repairs department over the last 12 months




81.5%

Tenants satisfied that their home is well maintained



80.7%

Tenants satisfied with the time taken to complete their most recent repair



89.4%

Tenant satisfaction that HBBC provides a home that is safe

Respectful and helpful engagement



72.9%

Tenants satisfied that their views are listened to and acted upon



87.5%

Tenants agreed with the statement “HBBC treats me fairly and with respect”



78.9%

Tenants satisfied that they are kept informed about things that matter to them




46.5%

Tenant satisfaction with our approach to complaint handling

Responsible neighbourhood management


Tenants satisfied that we keep communal areas clean and well maintained

73.6%




Tenants satisfied that we make a positive contribution to their neighbourhood

76.1%



Tenants satisfied with our approach to handling ASB (anti-social behaviour)

73.6%



Landlord-collected performance information

79.8%

Non-emergency repairs completed within target

79.8%

Emergency repairs completed within target

127

ASB Cases including hate incidents (relative to the size of the landlord)

2

ASB Cases hate incidents only (relative to the size of the landlord)

100%

Gas Safety, Fire Safety, Asbestos Safety and Water Safety Checks

78.6%

Lift Safety Checks

18.4	Stage one complaints relative to the size of the landlord
3.7	Stage two complaints relative to the size of the landlord
86.4%	Stage one complaints responded to within Complaint Handling Code timescales
91.7%	Stage two complaints responded to within Complaint Handling Code timescales

0%

How many homes **do not** meet the governments decent home standard