

CHS Tenant Satisfaction Measures

2024-2025

Overall satisfaction with the service provided by CHS



81.7%

These are the measures for CHS Group's rented homes, except where stated otherwise

Keeping properties in good repair



70.7%

Satisfaction with the overall repairs service



70.1%

Satisfaction with time taken to complete most recent repair



77.1%

Satisfaction that the home is well maintained

Respectful and helpful engagement



68.3%

Satisfaction that CHS listens to tenant views and acts upon them



73.4%

Satisfaction that CHS keeps tenants informed about things that matter



80.7%

Agreement that CHS treat tenants fairly and with respect

Handling of complaints



47.2%

Satisfaction with CHS's approach to handling complaints

Building Safety



80.3%

Satisfaction that a tenant's home is safe

Responsible neighbourhood management



66.0%

Satisfaction that CHS keeps communal areas clean and well maintained



58.1%

Satisfaction that CHS make a positive contribution to neighbourhoods



54.5%

Satisfaction with CHS's approach to handling anti-social behaviour

Building safety

100% Gas safety checks

100% Fire safety checks

100% Asbestos safety checks

100% Water safety checks

74.2% Lift safety checks *

Anti-Social behaviour (ASB)

14.4 Anti-social behaviour cases per 1000 homes (rented and shared ownership)

0 Number of ASB cases that involve hate incidents per 1000 homes

*The lift safety figure was lower than usual due to three lifts being taken out of service due to complex repairs. Safety checks are scheduled where work is completed for two lifts. The final safety check will be completed once repairs are finalised. ** Target timescales 15-20 working days *** Target timescales 24-48 hours

Decent Homes Standard (DHS) and repairs

0.2% Proportion of homes that DO NOT meet the Decent Homes Standard

75.8% Repairs completed within target timescale (non-emergency)**

93.9% Repairs completed within target timescale (emergency)***

Complaints

27.5 Number of stage 1 complaints per 1000 homes

7.1 Number of stage 2 complaints per 1000 homes

74.3% Complaints responded to within Complaint Handling Code timescales (stage 1)

100% Complaints responded to within Complaint Handling Code timescales (stage 2)