TENANT SATISFACTION MEASURE	2024-25	2025-26*	CHANGE
Proportion of respondents who report that they are satisfied with the service provided by their landlord	76.0%	84.9%	+8.9%
Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service	83.7%	86.4%	+2.7%
Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair	79.1%	Not Available	
Proportion of respondents who report that they are satisfied that their landlord provides a home that is well maintained	79%	86.1%	+7.1%
Proportion of respondents who report that they are satisfied that their landlord provides a home that is safe	83.8%	87.8%	+4%
Proportion of respondents who report that they are satisfied that their landlord listens to their views and acts upon them	66.2%	73.4%	+7.2%
Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them	70.8%	76.6%	+5.8%
Proportion of respondents who report that they are satisfied that their landlord treats them fairly and with respect	80.1%	81.9%	+1.8%
Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling	44.7%	47.6%	+2.9%
Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained	71.7%	76.8%	+5.1%
Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to their neighbourhood	56.7%	57.5%	+0.8%
Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour	51.6%	55.6%	+4%

MANAGEMENT DATA	2024-25	2025-26	CHANGE
Proportion of homes for which all required gas safety checks have been carried out	98.2%	98.5%	+0.3%
Proportion of homes for which all required fire risk assessments have been carried out	100%	100%	No change
Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out	100%	100%	No change

MANAGEMENT DATA	2024-25	2025-26	CHANGE
Proportion of homes for which all required legionella risk assessments have been carried out	100%	95.5%	-4.5%
Proportion of homes for which all required communal passenger lift safety checks have been carried out	100%	90.9%	-9.1%
Number of anti-social behaviour cases, opened per 1,000 homes	43.6	50.1	+6.5
Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes	1.2	0.3	-0.9
Proportion of homes that do not meet the Decent Homes Standard	1.6%	22.4%	+20.8%
Proportion of non-emergency responsive repairs completed within the landlord's target timescale	61%	76.1%	+15.1%
Proportion of emergency responsive repairs completed within the landlord's target timescale	58.6%	77%	+18.4%
Number of stage one complaints made by tenants in the relevant stock type during the reporting year per 1,000 homes	29	45.4	+16.4
Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	78.6%	81.9%	+3.3%
Number of stage two complaints made by tenants in the relevant stock type during the reporting year per 1,000 homes	5.3	4.5	-0.8
Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	88.9%	87.5%	-1.4%

**2025-26 results have been weighted by General Needs and Independent Living*

HIGHLIGHTS IN NUMBERS

Number of people moving into a council home (allocations)	528
Number of homes sold through right to buy	41
Number of new homes bought by RBC to meet housing need	7
Number of people nominated to housing association properties	99
Number of people evicted for nonpayment of rent and ASB	4
Number of people involved in scrutiny of services, policy and processes	190
Number of tenants provided with information about accessing services, landlord performance etc.	All Tenants