

# Halton Housing Tenant Satisfaction Measures Comparison

2023/24 vs. 2024/25 Comparison

	2023/24	2024/25	Trend
<b>Keeping properties in good repair</b>			
Overall satisfaction with the service provided by us	72.9%	74.4%	↑
Emergency repairs completed in target time frame	89.4%	87.9%	↓
Satisfied with repairs we carry out on your property	74%	75.4%	↑
Satisfied with the time taken to complete your repair	70.4%	73.1%	↑
Satisfied the home we provide is well maintained	70.3%	74.2%	↑
Non-emergency repairs completed in target time frame	69.8%	85.4%	↑
Homes that do not meet the decent homes standard	0.3%	0.2%	↑
<b>Maintaining building safety</b>			
Gas safety checks	100%	100%	—
Fire safety checks	100%	100%	—
Asbestos safety checks	100%	100%	—
Water safety checks	100%	100%	—
Lift safety checks	100%	100%	—
Satisfied that Halton Housing provides a safe home	80%	80.3%	↑
<b>Respectful and helpful engagement</b>			
Agreement we treat customers fairly & with respect	80.4%	80.7%	↑
Satisfied we keep you informed about things that matter to you	73.1%	80.4%	↑
Satisfied we listen to your views and act on them	61.8%	66.5%	↑
<b>Effective handling of complaints</b>			
Stage 1 complaints responded in target time frame	96.5%	96.4%	↓
Stage 2 complaints responded in target time frame	94%	92.6%	↓
Satisfied with our approach to handling complaints	39.1%	41.8%	↑
Stage 1 complaints relative to the size of landlord	41.8	46.9	↓
Stage 2 complaints relative to the size of landlord	7.4	7.6	↓
<b>Responsible neighbourhood management</b>			
Satisfied we make a positive contributions to neighbourhoods	67.8%	77.7%	↑
Satisfied we keep communal areas clean and well maintained	62.2%	67.1%	↑
Satisfied with our handling of anti social behaviour	61%	71.2%	↑
ASB cases relative to size of landlord	35.3	42.3	↓
ASB cases involving hate crime relative to size of landlord	0.6	0.3	↑

Key:

Improving	↑
No Change	—
Worsening	↓