



City of London Corporation Housing: Tenant Satisfaction Measures Results by year

Results of Tenant Satisfaction Measures from the tenant perception survey

Tenant Satisfaction Measure	2023-24 Results	2024-25 Results
Percentage of respondents who report that they are satisfied with the overall service from their landlord	66.7%	67.7%
Percentage of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service	67.0%	67.4%
Percentage 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	66.2%	64.7%
Percentage of respondents who report that they are satisfied that their home is well maintained	64.3%	70.8%
Percentage of respondents who report that they are satisfied that their home is safe	71.7%	71.6%
Percentage of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them	53.2%	55.4%
Percentage of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	74.0%	74.3%
Percentage of respondents who report that they agree their landlord treats them fairly and with respect	71.6%	74.8%
Percentage of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling	38.3%	30.0%



Percentage of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained	73.5%	66.6%
Percentage of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood	69.6%	67.8%
Percentage of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour	66.8%	63.9%

Results of Tenant Satisfaction Measures measured directly by us

Tenant Satisfaction Measure	2023-24 Results	2024-25 Results
Percentage of homes that do not meet the Decent Homes Standard	8.4%	17.6%
Percentage of non-emergency responsive repairs completed within the landlord's target timescale	71.9%	83.1%
Percentage of emergency responsive repairs completed within the landlord's target timescale	78.8%	74.2%
Percentage of homes for which all gas safety checks have been carried out	99.5%	100%
Percentage of homes for which all required fire risk assessments have been carried out	100.0%	100%
Percentage of homes for which all required asbestos management surveys or re-inspections have been carried out	92.8%	100%
Percentage of homes for which all the required legionella risk assessments have been carried out	100.0%	100%
Percentage of homes for which all required lift safety checks have been carried out	100.0%	76.8%

Number of stage one complaints received (per 1000 homes)	56.9	74.4
Number of stage two complaints received (per 1000 homes)	15	22.4
Percentage of stage one complaints responded to within the Housing Ombudsman Complaint Handling Code timescales	76.4%	100%
Percentage of stage two complaints responded to within the Housing Ombudsman Complaint Handling Code timescales	72.4%	97.7%
Number of anti-social behaviour cases (per 1000 homes)	21.2	20.3
Number of anti-social behaviour cases that involve hate incidents (per 1000 homes)	1	0.5