

## Overall resident satisfaction

Tenants  
**66.2%**  
Shared Owners  
**36.1%**

## Respectful and helpful engagement

Satisfaction that Hightown listens to tenants' views and acts upon them  
**52.9%** Tenants | **23.2%** Shared Owners

Satisfaction that Hightown keeps tenants informed about things that matter to them  
**57.7%** Tenants | **33.6%** Shared Owners

Agreement that Hightown treats tenants fairly and with respect  
**66%** Tenants | **38.6%** Shared Owners

## Responsible neighbourhood management

Satisfaction that Hightown keeps communal areas clean and well maintained  
**56%** Tenants | **30.1%** Shared Owners

Satisfaction that Hightown makes a positive contribution to neighbourhoods  
**51.1%** Tenants | **22.3%** Shared Owners

Satisfaction with Hightown's approach to handling anti-social behaviour  
**50.4%** Tenants | **23.5%** Shared Owners

Number of anti-social behaviour cases opened per 1,000 homes  
**44.2**

Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes  
**0.1**

## Maintaining building safety

Satisfaction that their home is safe  
**68.1%** Tenants | **53%** Shared Owners

Gas safety check compliance  
**99.9%**

Fire safety check compliance  
**100%**

Asbestos safety check compliance  
**94.3%**

Water safety check compliance  
**91.2%**

Lift safety check compliance  
**26.8%**

## Keeping properties in good repair

Homes not meeting the Decent Homes Standard  
**0**

Satisfaction with repairs  
**73.6%**

Satisfaction with time taken to complete their most recent repair  
**68.9%**

Satisfaction that their home is well maintained  
**64.4%**

Non-emergency repairs completed within target timescale  
**92.3%**

Emergency repairs completed within target timescale  
**97.6%**

## Effective handling of complaints

Satisfaction with the landlord's approach to handling complaints  
**26.2%** Tenants | **14.5%** Shared Owners

Number of stage one complaints made by tenants in the relevant stock type during the reporting year per 1,000 homes  
**12.5** Tenants | **20.9** Shared Owners

Number of stage two complaints made by tenants in the relevant stock type during the reporting year per 1,000 homes  
**6.1** Tenants | **6.0** Shared Owners

Proportion of stage one complaints responded to within Complaint Handling Code timescales  
**61%** Tenants | **67.9%** Shared Owners

Proportion of stage two complaints responded to within Complaint Handling Code timescales  
**70%** Tenants | **75%** Shared Owners

