

TP01 General Satisfaction

Proportion of respondents who report that they are satisfied with the overall service from their landlord.

96%

TP02 Satisfaction with repairs

Proportion of respondents who report they are satisfied with the repairs service from their landlord

67%

TP03 Satisfaction with time taken to complete repairs

Proportion of respondents who report they have received a repair in the last 12 months and are satisfied with the time taken to complete their most recent repair.

95%

TP04 Satisfaction that the home is well maintained

Proportion of respondents who report that they are satisfied that their home is well maintained.

100%

TP05 Satisfaction that the home is safe

Proportion of respondents who report that they are satisfied that their home is safe

93%

TP06 Satisfaction that the landlord listens to tenant views and acts upon them

Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.

96%

TP07 Satisfaction that the landlord keeps tenants informed about things that matter to them

Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.

86%

TP08 Agreement that the landlord treats tenants fairly and with respect

Proportion of respondents who report that they agree their landlord treats them fairly and with respect.

90%

TP09 Satisfaction with the landlord's approach to handling complaints

Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints making.

60%

TP10 Satisfaction that the landlord keeps communal areas clean and well maintained

Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.

83%

TP11 Satisfaction that the landlord makes a positive contribution to the neighbourhoods

Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood

93%

TP12 Satisfaction with the landlord's approach to handling anti-social behaviour

Proportion of respondents who reported that they are satisfied with their landlord's approach to handling anti-social behaviour.

60%

CH01 Complaints relative to the size of the landlord

Number of stage 1 complaints: 73.5%

Number of stage 1 complaints

Number of stage 2 complaints: NA

Received per 1000 homes.

CH02 Complaints responded to within complaint handling code timescales

Number of stage 1 complaints: 100%

Number of stage 2 complaints: NA

Received per 1000 homes.

NM01 Anti-social behaviour cases relative to the size of the landlord

Number of:

Antisocial behaviour cases 176% (12 cases) *of which,*

Antisocial behaviour cases that involve hate incidents 0%

Opened per 1000 homes.

RP01 Homes that do not meet the decent homes standard

0%

All of Goodwins dwellings meet the decent homes standard.

RP02 Repairs completed within target timescales

1. The number of non-emergency responsive repairs completed within the reporting year within providers target timescale

88%

2. The number of emergency responsive repairs completed during the reporting year within providers target timescale
97%

The target timescales used to generate this TSM were 10 days for urgent responsive repairs, and 20 days for non-emergency responsive repairs.

BS01 Gas safety checks

100%

All Goodwin owned properties that require a gas safety inspection had one completed by a competent contractor and all remedial actions carried out.

BS02 Fire Safety Checks

Proportion of homes for which all required fire risk assessments have been carried out
62%

BS03 Asbestos Safety Checks

Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out
0%

As a provider we plan to rectify this by arranging asbestos reports for the dwellings that require them as soon as possible and ensuring that these are maintained.

BS04 Water safety checks

NA

None of Goodwin's dwellings require Legionella Risk Assessments.

BS05 Lift safety checks

NA

None of Goodwin's dwellings or communal blocks have lifts installed. Therefore, we cannot provide statistics for this element.