

### Tenant Satisfaction Measure Annual results for 2023/4

| TP number | Question                      | Question Description   | Result in % |
|-----------|-------------------------------|--|-------------|
| TP01      | Overall Satisfaction          | Taking everything into account, how satisfied or dissatisfied are you with the service provided by Ipswich Borough Council?  | 79%         |
| TP02      | Repairs in the last 12 months | How satisfied or dissatisfied are you with the overall repairs service from Ipswich Borough Council over the last 12 months?   | 81%         |
| TP03      | Time taken for repairs        | How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?   | 74%         |
| TP04      | Well maintained home          | How satisfied or dissatisfied are you that Ipswich Borough Council provides a home that is well maintained   | 71%         |
| TP05      | Safe home                     | Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Ipswich Borough Council provides a home that is safe? | 76%         |
| TP06      | Listens and acts              | How satisfied or dissatisfied are you that Ipswich Borough Council listens to your views and acts upon them?   | 65%         |
| TP07      | Kept informed                 | How satisfied or dissatisfied are you that Ipswich Borough Council keeps you informed about things that matter to you?   | 79%         |
| TP08      | Fairly and with respect       | To what extent do you agree or disagree with the following 'Ipswich Borough Council treats me fairly and with respect'?  | 81%         |
| TP09      | Complaints handling           | How satisfied or dissatisfied are you with Ipswich Borough Council's approach to complaints handling?  | 35%         |
| TP10      | Communal areas                | How satisfied or dissatisfied are you that Ipswich Borough Council keeps these communal areas clean and well-maintained?   | 70%         |
| TP11      | Neighbourhood contributions   | How satisfied or dissatisfied are you that Ipswich Borough Council makes a positive contribution to your neighbourhood   | 72%         |
| TP12      | ASB handling                  | How satisfied or dissatisfied are you with Ipswich Borough Council's approach to handling anti-social behaviour?   | 55%         |

### Key Performance Indicators data for 2023/4

| Code | Quality and Safety KPI Data  | Sample size       | Result in % |
|------|--|-------------------|-------------|
| BS01 | Proportion of homes for which all required gas safety checks have been carried out                             | Sample size 7652* | 100%        |
| BS02 | Proportion of homes for which all required fire risk assessments have been carried out.                        | Sample size 365*  | 100%        |
| BS03 | Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out | Sample size 7812* | 100%        |

|      |  |                 |      |
|------|--|-----------------|------|
| BS04 | Proportion of homes for which all required legionella risk assessments have been carried out           | Sample size 19* | 100% |
| BS05 | Proportion of homes for which all required communal passenger lift safety checks have been carried out | Sample size 10* | 100% |

| Code | ASB KPI Data   | Sample size        | Per 1000 homes |
|------|--|--------------------|----------------|
| NM01 | Number of anti-social behaviour cases opened per 1,000 homes.                            | Sample size 7812   | 3.8            |
| NM02 | Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes | Sample size 7812** | 0.1            |

| Code  | Repairs KPI Data  | Sample size       | Result as a % |
|-------|---|-------------------|---------------|
| RP02a | Proportion of non-emergency responsive repairs completed within the landlord's target timescale | Sample size 19264 | 76.8%         |
| RP02b | Proportion of emergency responsive repairs completed within the landlord's target timescale     | Sample size 3720  | 100%          |

| Code               | Complaints KPI Data   | Sample size     |       |
|--------------------|---|-----------------|-------|
| Stage 1 Complaints |   |                 |       |
| CH01               | Number of stage one complaints made by tenants in the relevant stock type during the reporting year               | Per 1,000 homes | 31.6  |
| CH02               | Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales |                 | 100%  |
| Stage 2 Complaints |   |                 |       |
| CH01               | Number of stage two complaints made by tenants in the relevant stock type during the reporting year               | per 1,000 homes | 2.3   |
| CH02               | Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales |                 | 88.8% |