

**Ipswich Borough Council - Tenant Satisfaction Measure Annual results for**  
**2024/25**

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?	77.6
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?	78.2
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?	79.5
TP04	Well maintained home	How satisfied or dissatisfied are you that Ipswich Borough Council provides a home that is well maintained	78.2
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?	82.8
TP06	Listens and acts	How satisfied or dissatisfied are you that Ipswich Borough Council listens to your views and acts upon them?	58.6
TP07	Kept informed	How satisfied or dissatisfied are you that Ipswich Borough Council keeps you informed about things that matter to you?	73.9
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'?	80.9
TP09	Complaints handling	How satisfied or dissatisfied are you with Ipswich Borough Council's approach to complaints handling?	36.0
TP10	Communal areas	How satisfied or dissatisfied are you that Ipswich Borough Council keeps these communal areas clean and well-maintained?	65.4
TP11	Neighbourhood contributions	How satisfied or dissatisfied are you that Ipswich Borough Council makes a positive contribution to your neighbourhood	66.9
TP12	ASB handling	How satisfied or dissatisfied are you with Ipswich Borough Council's approach to handling anti-social behaviour?	59.2

### Key Performance Indicators (KPI's) data for 2024/25

Code	Quality and Safety KPI Data	Result in %
BS01	Proportion of homes for which all required gas safety checks have been carried out	100
BS02	Proportion of homes for which all required fire risk assessments have been carried out.	100
BS03	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out	100
BS04	Proportion of homes for which all required legionella risk assessments have been carried out	100
BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out	100

Code	Anti-Social Behaviour KPI Data	Per 1000 homes
NM01	Number of anti-social behaviour cases opened per 1,000 homes.	21.6
NM02	Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes	1.6

Code	Repairs KPI Data	Result as a %
RP01	Proportion of homes that do not meet the Decent Homes Standard	0.0
RP02a	Proportion of non-emergency responsive repairs completed within the landlord's target timescale	74.8
RP02b	Proportion of emergency responsive repairs completed within the landlord's target timescale	100.0

Code	Complaints KPI Data	
<b>Stage 1 Complaints</b>		
CH01	Number of stage one complaints made by tenants in the relevant stock type during the reporting year	26.7 Per 1,000 homes
CH02	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	98.6%
<b>Stage 2 Complaints</b>		
CH01	Number of stage two complaints made by tenants in the relevant stock type during the reporting year	4.8 per 1,000 homes
CH02	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	63.2%