



Influencing and impact

We sometimes need to share important information with you but we want to hear from you too. **There are lots of ways to get involved and have your say**

71.1%

Satisfaction that we listen to customer views and act on them

77.2%

Satisfaction that we keep customers informed about things that matter to them

83.9%

Customers agree we treat them fairly and with respect

YOUR VOICE

Your Voice is an online platform where customers can influence our work.

You can take part in polls, surveys, consultations, and projects on Your Voice.

Register for Your Voice here or scan the QR code



Current Your Voice projects:

- Find out what's happening in your neighbourhood
- Share your adjustments and access needs
- Comment on our new website
- Get into gardening
- Share your reflections from 50 years of Leeds Federated
- ...and more!



79.4%

Customer satisfaction with our overall service



42.9%

of customers who've reported a complaint in the last 12 months tell us they are satisfied with our approach to complaints handling

113.2

Stage 1 complaints received*

12.8

Stage 2 complaints received*

*per 1000 homes

Complaints responded to in Housing Ombudsman timescales

95.6%

Stage 1

88.9%

Stage 2



Your neighbourhood

As well as working with you, we also work in partnerships to look after your neighbourhood and support your community. This year we've developed Neighbourhood Plans together with customers and partners across all 54 communities we serve.

71.9%

Satisfaction that we make a positive contribution to the neighbourhood

67.0%

Satisfaction with our approach to handling anti-social behaviour

30.3

Anti-social behaviour cases*

1.5

Anti-social behaviour cases that involve hate incidents*

*per 1000 homes





Keeping your home safe

We carry out regular checks and assessments to help keep your home safe. This year, we've successfully completed the following scheduled checks:

99.7% **100%** **100%**

gas safety checks

fire risk assessments

asbestos management surveys or re-inspections

100%

legionella risk assessments

88%

communal lift safety checks



82.3%

Customer satisfaction that their home is well maintained

83.3%

Customer satisfaction that their home is safe



Maintaining your home

We know sometimes things can go wrong in your home. When you tell us there's a problem our aim is to resolve this quickly and efficiently.

0.0% **98.3%** **99.2%** **77.3%**

Homes that don't meet the Decent Homes Standard

Non-emergency repairs completed in our target timescale of 20 working days

Emergency repairs completed in our target timescale of a maximum of 24 hours

Satisfaction that we keep communal areas clean and well maintained

Customers who've received a repair in the last 12 months report:

80.5% **75.3%**

Satisfaction with our repairs service

Satisfaction with the time taken to complete the most recent repair

Installing damp proofing



Completed bathroom



Over the last year, we've published tips, information and resources about our approach to damp and mould, and the support we provide.