

Your views - we're listening and acting

Keeping you informed is important to us, but so is listening to your views. Your feedback helps us shape and improve our services. **There are lots of ways to get involved and have your say**

74.5%

Satisfaction that we listen to customer views and act on them (2024/25 - 71.1%)

82.3%

Satisfaction that we keep customers informed about things that matter to them (2024/25 - 77.2%)

87.3%

Customers agree we treat them fairly and with respect (2024/25 - 83.9%)

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
- Have your say on your communal gardens and green spaces
- Answer the latest question on our Flash Feedback page
- Help the future of our repairs



80.9%

Customer satisfaction with our overall service (2024/25 - 79.4%)



44.8%

of customers who've reported a complaint in the last 12 months tell us they are satisfied with our approach to complaints handling (2024/25 - 42.9%)

136.9

Stage 1 complaints received* (2024/25 - 113.2)
*per 1000 homes

22.4

Stage 2 complaints received* (2024/25 - 12.8)

Complaints responded to in Housing Ombudsman timescales

97.2%

Stage 1 (2024/25 - 95.6%)

87.4%

Stage 2 (2024/25 - 88.9%)



Your neighbourhood

As well as working with you, we also work in partnerships to look after your neighbourhood and support your community. Last year, we launched a new approach to tackling anti-social behaviour (ASB) and have already seen an improvement in ASB cases.

73.2%

Satisfaction that we make a positive contribution to the neighbourhood (2024/25 - 71.9%)

70.4%

Satisfaction with our approach to handling anti-social behaviour (2024/25 - 67.0%)

13.7

Anti-social behaviour cases* (2024/25 - 30.3 cases)

0.0

Anti-social behaviour cases that involve hate incidents* (2024/25 - 1.5 cases)

*per 1000 homes



Leeds **Age UK**

ways to Wellbeing
Give
connect
be active
notice
learning



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:

99.9% **100%** **100%**

gas safety checks
(2024/25 - 99.7%)

fire risk assessments
(2024/25 - 100 %)

asbestos management surveys or re-inspections
(2024/25 - 100 %)

99.2% **100%**

legionella risk assessments
(2024/25 - 100%)

communal lift safety checks
(2024/25 - 88%)



81.4%

Customer satisfaction that their home is well maintained
(2024/25 - 82.3%)

85.8%

Customer satisfaction that their home is safe
(2024/25 - 83.3%)



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% **97.6%** **99.0%** **78.3%**

Homes that don't meet the Decent Homes Standard
(2024/25 - 0.0%)

Non-emergency repairs completed in our target timescale of 20 working days
(2024/25 - 98.3%)

Emergency repairs completed in our target timescale of a maximum of 24 hours
(2024/25 - 99.2%)

Satisfaction that we keep communal areas clean and well maintained
(2024/25 - 77.3%)

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

79.0% **79.0%**

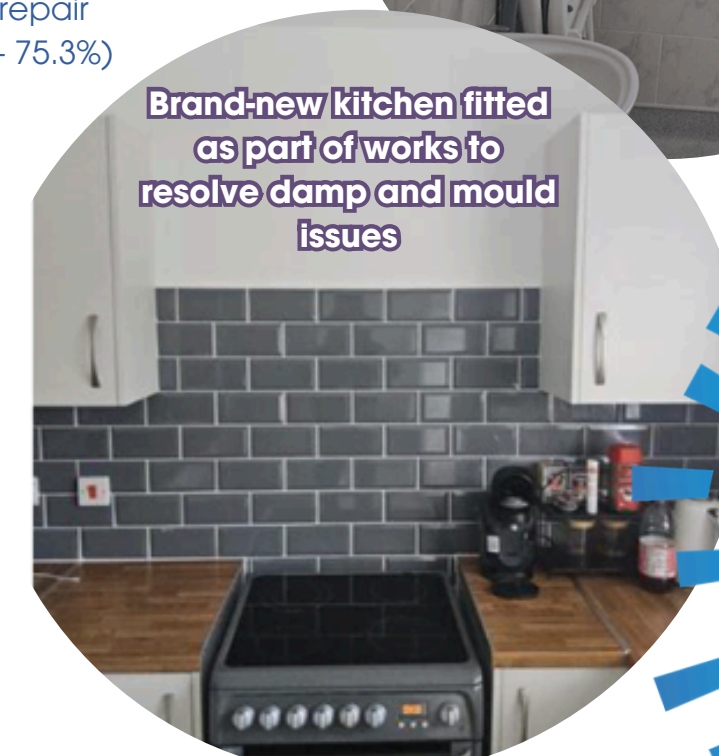
Satisfaction with our repairs service
(2024/25 - 80.5%)

Satisfaction with the time taken to complete the most recent repair
(2024/25 - 75.3%)



We completed home adaptations for customers funded through Disabled Facilities Grants

Last year we launched our new approach to tackling damp and mould, following the introduction of Awaab's Law.



Brand-new kitchen fitted as part of works to resolve damp and mould issues