



Resident Experience Dashboard

Customer Experience Dashboard – April 2025

98%

of residents said Our Colleagues treated them fairly and with respect.

100%

of residents were satisfied with the allocations process and their property condition.

69%

of residents were satisfied with the standard of communal areas.

91%

of calls to the Customer Hub resolved the enquiry first time.

87%

of residents were satisfied with their most recent repair

74%

of residents were satisfied with how ASB was handled.

66%

of residents have an active MyAccount to manage their home.

NA

of residents were satisfied with their planned improvements.

This is a new survey launching in 2025/26

You Said – We Did.

Our out of hours call handling service provider did not know which contractor to send for a septic tank repair.

The Customer Hub Team Leader and Repairs Manager have since reviewed the existing process and provided training to the Out of Hours Call Handler Team Leaders on the new process.

32

people were supported with benefits, hardship and food bank referrals in March.

91%

of residents were satisfied with the most recent gas safety check.

100%

of complaints were responded to on time

65

appointments had no access, costing £2,301.

★ This measure is our TSM score full year 2024/25

Customer Experience Dashboard – May 2025

93%



of residents said Our Colleagues treated them fairly and with respect.

100%



of residents were satisfied with the allocations process and their property condition.

69%



of residents were satisfied with the standard of communal areas.



95%



of calls to the Customer Hub resolved the enquiry first time.

73%



of residents were satisfied with their most recent repair

74%



of residents were satisfied with how ASB was handled.



67%



of residents have an active MyAccount to manage their home.

NA

of residents were satisfied with their planned improvements.

This is a new survey launching in 2025/26

You Said – We Did.

‘There aren’t enough opportunities to get involved’

We have reviewed the different ways residents can engage and are currently consulting on changes we can make. New opportunities will be shared in the Autumn.

23



people were helped with their money in May. We’ve secured £77,679 for residents since April.

89%



of residents were satisfied with the most recent gas safety check.

100%



of complaints were responded to on time

59

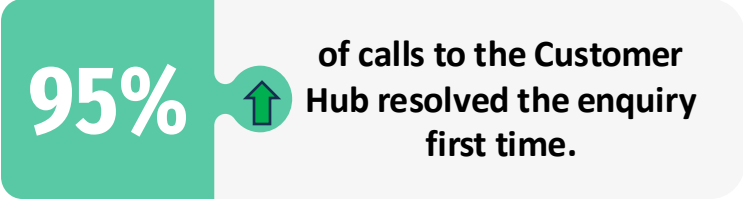
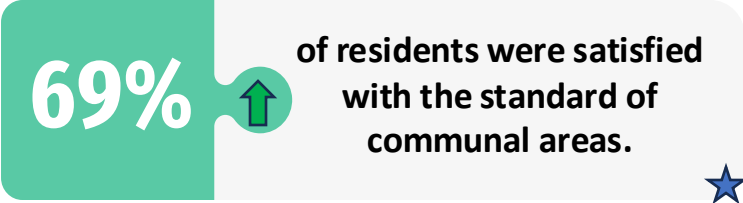


appointments had no access, costing £1,987.

This measure is our TSM score full year 2024/25



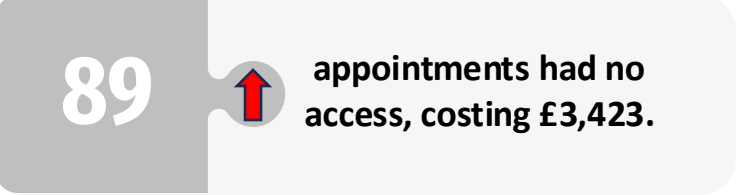
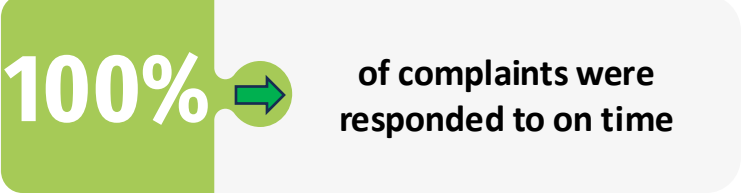
Resident Experience Dashboard – June 2025



You Said – We Did.

‘Your response was too wordy and full of jargon which I couldn’t understand because of my neurodivergence’

We will review the use of jargon in our communication and remove this moving forwards, simplifying our language so it is accessible for everyone.



 This measure is our TSM score full year 2024/25

Resident Experience Dashboard – July 2025

100%



of residents said Our Colleagues treated them fairly and with respect.

83%



of residents were satisfied with the allocations process and their property condition.

69%



of residents were satisfied with the standard of communal areas.



97%



of calls to the Customer Hub resolved the enquiry first time.

86%



of residents were satisfied with their most recent repair

74%



of residents were satisfied with how ASB was handled.



69%



of residents have an active MyAccount to manage their home.

NA

of residents were satisfied with their planned improvements.

This is a new survey launching in 2025/26

6

people were helped with their money in July. We've secured £88,864 for residents since April.

94%



of residents were satisfied with the most recent gas safety check.

108



appointments had no access, costing £2,998.

100%



of complaints were responded to on time

You Said – We Did.

"A contractor removed tiles and left a resident's wet room in poor condition. They did not inform SLH that further repairs were needed, which meant the resident was unable to fully use the wet room for two weeks."

We've reminded the contractor of the importance of reporting any outstanding repairs immediately while on site. This ensures we can schedule follow-on work promptly and keep you informed - reducing delays and the frustration of having to chase for updates. All the repairs have since been completed to the customer's satisfaction.

★ This measure is our TSM score full year 2024/25

Resident Experience Dashboard – August 2025

96%

of residents said Our Colleagues treated them fairly and with respect.



85%

of residents were satisfied with the allocations process and their property condition.



75%

of residents were satisfied with the standard of communal areas.



95%

of calls to the Customer Hub resolved the enquiry first time.



85%

of residents were satisfied with their most recent repair



75%

of residents were satisfied with how ASB was handled.



69%

of residents have an active MyAccount to manage their home.



NA

of residents were satisfied with their planned improvements.

This is a new survey launching in 2025/26

2

people were helped with their money in July. We've secured £88,200 for residents since April.

94%

of residents were satisfied with the most recent gas safety check.



93

appointments had no access, costing £2,713.



100%

of complaints were responded to on time



You Said – We Did.

'You told us that our current rent statements feel overly complex and contain information that isn't useful to you.'

In response, we invited all our customers and residents to co-create a new version of these letters. In August, 23 residents from a range of tenures participated in a dedicated workshop to help shape the improvements. Based on your feedback, we've redesigned the look and feel of the rent statements, and we'll be sharing the revised version with you in the coming months.

★ This measure is our TSM score half year 2025/26

Resident Experience Dashboard – September

98%

of residents said Our Colleagues treated them fairly and with respect.



67%

of residents were satisfied with the allocations process and their property condition.



75%

of residents were satisfied with the standard of communal areas.



97%

of calls to the Customer Hub resolved the enquiry first time.



87%

of residents were satisfied with their most recent repair



75%

of residents were satisfied with how ASB was handled.



69%

of residents have an active MyAccount to manage their home.



NA

of residents were satisfied with their planned improvements.

This is a new survey launching in 2025/26

100%

of residents were satisfied with the most recent gas safety check.



123

appointments had no access, costing £4,396.



You Said – We Did.

'Following an emergency repair to a resident's home, we did not arrange permanent repair which resulted in them chasing up'

We are now reviewing this process to implement a more proactive approach. This will reduce reliance on operatives contacting the Customer Service Hub during office hours to report follow-on works, ensuring a smoother and more responsive experience for residents

100%

of complaints were responded to on time



★ This measure is our TSM score half year 2025/26

Resident Experience Dashboard – October

99%

of residents said Our Colleagues treated them fairly and with respect.

97%

of calls to the Customer Hub resolved the enquiry first time.

69%

of residents have an active MyAccount to manage their home.

6

people were helped with their money in October. We've secured £136,734 for residents since April.

100%

of complaints were responded to on time

100%

of residents were satisfied with the allocations process and their property condition.

85%

of residents were satisfied with their most recent repair

NA

of residents were satisfied with their planned improvements.

This is a new survey launching in 2025/26

96%

of residents were satisfied with the most recent gas safety check.

105

appointments had no access, costing £3,564.

75%

of residents were satisfied with the standard of communal areas.

75%

of residents were satisfied with how ASB was handled.

You Said – We Did.

'You told us we had to attend twice to measure the garage door as the tradesperson took incorrect measurements which resulted in incorrect door being ordered. The tradesperson also did not call the resident in advanced to the appointment'

We identified this as a training opportunity – the tradesperson has since received the training and had been reminded to always contact the resident before attending an appointment. We have since apologise to the resident and have put in a new garage door

★ This measure is our TSM score half year 2025/26

Resident Experience Dashboard – November 2025

98%



of residents said Our Colleagues treated them fairly and with respect.

100%



of residents were satisfied with the allocations process and their property condition.

75%



of residents were satisfied with the standard of communal areas. ★

97%



of calls to the Customer Hub resolved the enquiry first time.

92%



of residents were satisfied with their most recent repair

75%



of residents were satisfied with how ASB was handled. ★

70%



of residents have an active MyAccount to manage their home.

NA

of residents were satisfied with their planned improvements.

This is a new survey launching in 2025/26

You Said – We Did.

'A resident continued to report anti-social behaviour about their neighbour and was not happy lack of process made'

We acknowledged that there should have been an early intervention and more proactive communication with this resident. We have refreshed colleagues on the right actions to take.

17

people were helped with their money in November. We've secured £149,787 for residents since April.

91%



of residents were satisfied with the most recent gas safety check.

83



appointments had no access, costing £4,274.

100%



of complaints were responded to on time

★ This measure is our TSM score half year 2025/26

Resident Experience Dashboard – December 2025

100%



of residents said Our Colleagues treated them fairly and with respect.

100%



of residents were satisfied with the allocations process and their property condition.

75%



of residents were satisfied with the standard of communal areas.



96%



of calls to the Customer Hub resolved the enquiry first time.

85%



of residents were satisfied with their most recent repair

75%



of residents were satisfied with how ASB was handled.



70%



of residents have an active MyAccount to manage their home.

NA

of residents were satisfied with their planned improvements.

This is a new survey launching in 2025/26

You Said – We Did.

'It took several months to replace the bathroom, and the work completed by the contractor appointed by SLH was of a poor standard.'

South Lakes Housing recognised early in the bathroom replacement programme that the contractor was not meeting our required standards. In cases where the contractor had already begun work, we allowed them to complete it. We acknowledge that more frequent quality assurance checks should have been carried out. These have now been implemented, and Project Managers are conducting regular inspections to ensure the quality of the work.

20

people were helped with their money in November. We've secured £151,397 for residents since April.

94%



of residents were satisfied with the most recent gas safety check.

89



appointments had no access, costing £2,496.

100%



of complaints were responded to on time

★ This measure is our TSM score half year 2025/26

Resident Experience Dashboard – January 2026

99%



of residents said Our Colleagues treated them fairly and with respect.

89%



of residents were satisfied with the allocations process and their property condition.

72%



of residents were satisfied with the standard of communal areas. ★

96%



of calls to the Customer Hub resolved the enquiry first time.

84%



of residents were satisfied with their most recent repair

77%



of residents were satisfied with how ASB was handled. ★

70%



of residents have an active MyAccount to manage their home.

NA

of residents were satisfied with their planned improvements.

This is a new survey launching in 2025/26

You Said – We Did.

'A letter was sent from the Income Management team had incorrect or misleading information supplied with regards to resident's rent account.'

We are now exploring call recording option for the Income Management team to enable better monitoring and insight of colleague conversations with residents. There will also be a review carried out of SLH's standard Income Collection letter templates to ensure appropriate reference to support available is provided.

11

people were helped with their money in January. We've secured £155,909 for residents since April.

88%



of residents were satisfied with the most recent gas safety check.

100%



of complaints were responded to on time

134



appointments had no access, costing £4,114.

★ This measure is our TSM score full year 2025/26

Resident Experience Dashboard – February 2026

99%

of residents said Our Colleagues treated them fairly and with respect.

88%

of residents were satisfied with the allocations process and their property condition.

72%

of residents were satisfied with the standard of communal areas.

96%

of calls to the Customer Hub resolved the enquiry first time.

84%

of residents were satisfied with their most recent repair

77%

of residents were satisfied with how ASB was handled.

70%

of residents have an active MyAccount to manage their home.

NA

of residents were satisfied with their planned improvements.

This is a new survey launching in 2025/26

10

people were helped with their money in February. We've secured £155,909 for residents since April.

93%

of residents were satisfied with the most recent gas safety check.

100%

of complaints were responded to on time

109

appointments had no access, costing £4,088.

You Said – We Did.

'A resident reported that when they contacted the out-of-hours service to request an emergency repair, they found the call handler unhelpful. A specialist contractor attended to assess the air source heat pump and confirmed a replacement part was needed. However, they did not provide any timescales, which resulted in the resident having to chase for updates several times.'

As part of our complaint learning, the contractor delivered a targeted toolbox talk focused on improving communication and ensuring both the resident and SLH are kept informed of progress. We apologised to the resident, and the required parts were fitted. The call-handler have since received further customer service training.

★ This measure is our TSM score full year 2025/26