

PETER BIRTWISTLE TRUST RESIDENT SATISFACTION MEASURES 2025/26

In January, we asked you to complete a Resident Perception Survey which was printed on yellow paper and had questions about how you feel we are performing as a landlord. Thank you to all those residents who completed the survey. Of the 95 surveys sent out, 71 (74.7%) were returned.

The survey was designed by the Regulator of Social Housing so that residents can have their say on how their landlord operates and so that charities such as the Peter Birtwistle Trust can listen to their residents and understand where improvements can be made and where we are performing well.

The Regulator of Social Housing also asks us to report management records each year which include information on property safety checks, repairs and complaints.

The results of the **Resident Perception Survey**, below and the **Management Records**, set out overleaf are combined to produce the **Peter Birtwistle Trust Resident Satisfaction Measures** which are published every year on our website and are shared with all residents.

	2025/26 RESIDENT PERCEPTION SURVEY	Results of previous survey	2025/26
1	Percentage of residents who report that they are satisfied with the overall service from the Peter Birtwistle Trust	98.8%	97.1%
2	Percentage of residents who have received a repair in the last 12 months who report that they are satisfied with the overall repair service	88.9%	98.1%
3	Percentage of residents who have a received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair	88.5%	100%
4	Percentage of residents who report that they are satisfied that their home is well maintained	93.3%	98.7%
5	Percentage of residents who report that they are satisfied that their home is safe	97.4%	98.6%
6	Percentage of residents who report that their landlord listens to resident views and acts upon them	96.0%	95.7%
7	Percentage of residents who report that they are satisfied that their landlord keeps them informed about things that matter to them	98.7%	98.6%
8	Percentage of residents who report that they agree their landlord treats them fairly and with respect	96.0%	98.6%
9	Percentage of residents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling	73.3%	100%
10	Percentage of residents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained	92.3%	98.1%
11	Percentage of residents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood	90.3%	89.7%
12	Percentage of residents who report that they are satisfied with their landlord's approach to handling anti-social behavior	86.0%	93.5%

	2025/26 MANAGEMENT RECORDS	Results of previous survey	2025/26
	Maintaining Building Safety		
1	Proportion of homes for which all the required gas safety checks have been carried out	100%	100%
2	Proportion of homes for which all required fire risk assessments have been carried out	100%	100%
3	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out	100%	100%
4	Proportion of homes for which all required legionella risk assessments have been carried out	100%	100%
5	Proportion of homes for which all required communal passenger lift safety checks have been carried out	100%	100%
	Anti-Social Behaviour		
6	Number of anti-social behaviour cases opened	0	0
7	Number of anti-social behaviour cases that involve hate crimes opened	0	0
	Decent Homes Standard		
8	Proportion of homes that DO NOT meet the Decent Homes Standard	0	0
	Repairs and Maintenance		
9	Proportion of non-emergency responsive repairs completed within the landlord's target timescale	89.9%	97.4%
10	Proportion of emergency responsive repairs completed within the landlord's target timescale	100%	100%
	Complaints		
11	Number of stage one complaints made by residents in the relevant stock type during the reporting year	5	3
12	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	100%	100%

THE TRUSTEES AND STAFF AT THE PETER BIRTWISTLE TRUST WOULD LIKE TO THANK YOU FOR COMPLETING THE 2025/26 RESIDENT PERCEPTION SURVEY.

IF YOU HAVE ANY QUESTIONS OR WOULD LIKE TO MAKE ANY COMMENTS ABOUT THE RESULTS OF THE RESIDENT SATISFACTION MEASURES, PLEASE CONTACT THE TRUST OFFICE ON 01282 864233

September 2026

Registered Charity No. 1183388

RSH Registration No. 5086

Peter Birtwistle Trust is a Charitable Incorporated Organisation (CIO)