Customer Commitments Quarterly Report: **Q2 2026/27**

TSM - Tenancy Satisfaction Measure
These measures show how satisfied you feel overall.

LCRA - Low Cost Rental Accommodation
(social rent and affordable rent)

LCHO - Low Cost Home Ownership
(such as shared ownership)

Transactional surveys (In-House Research (IHR))
These measures show how we performed in specific interactions.

	LCRA	LCHO	Transactional
Be open and honest about our performance	64% TP01 Overall Satisfaction	45% TP01 Overall Satisfaction	63% Customer Satisfaction
Ensure you have a well-maintained communal areas	53% Ground Maintenance Satisfaction; 52% TP10 Communal Area	40% Ground Maintenance Satisfaction; 33% TP10 Communal Area	
Deliver a repairs service that works for our customers	68% TP02 Satisfaction with repairs service; 63% TP03 Satisfaction with most recent repair	70% TP04 Satisfaction that your home is well maintained	74% Customer Satisfaction
Keep you informed about what's going on at Stonewater	65% TP07 Keeps me informed	58% TP07 Keeps me informed	
Make it easy for you to communicate with us	69% Customer Satisfaction; 4.3 days Email response time; 8 hours Social media response time; 5.2 mins Live Chat wait time; 10.4 mins Call wait time		
Take anti-social behaviour seriously	54% TP12 Anti-social behavior	39% TP12 Anti-social behavior	45% Customer Satisfaction
Help put things right when they go wrong	24% TP09 Complaints handling	15% TP09 Complaints handling	
Offer meaningful ways to get engaged with Stonewater	56% TP06 Listens to me	35% TP06 Listens to me	
Keep your home and neighbourhood safe	81% TP05 Safety	79% TP05 Safety	

69 **Community Partners**
Customer volunteers who are **proud** of where they live and are **inspired to help** their community become **a better place**.

STONEWATER