

Customer Commitments

Quarterly Report: Q2 2025/26



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 (Rant&Rave)
These measures show how we performed in specific interactions.

Be open and honest about our performance	59% TP01 Overall Satisfaction	49% TP01 Overall Satisfaction	76% Customer Satisfaction		
Ensure you have a well-maintained communal areas	53% Ground Maintenance Satisfaction	55% TP10 Communal Area	33% Ground Maintenance Satisfaction	40% TP10 Communal Area	
Deliver a repairs service that works for our customers	68% TP02 Satisfaction with repairs service	62% TP03 Satisfaction with most recent repair	69% TP04 Satisfaction that your home is well maintained	71% Customer Satisfaction	
Keep you informed about what's going on at Stonewater	66% TP07 Keeps me informed	69% TP07 Keeps me informed			
Make it easy for you to communicate with us	82% Customer Satisfaction	4.2 days Email response time	3.1 hours Social media response time	5.5 mins Live Chat wait time	4 mins Call wait time
Take anti-social behaviour seriously	59% TP12 Anti-social behavior	32% TP12 Anti-social behavior	29% Customer Satisfaction		
Help put things right when they go wrong	29% TP09 Complaints handling	15% TP09 Complaints handling			
Offer meaningful ways to get engaged with Stonewater	59% TP06 Listens to me	49% TP06 Listens to me			
Keep your home and neighbourhood safe	76% TP05 Safety	79% TP05 Safety			

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

