BELLE ISLE TMO

Our performance – September 2026

Every three months we collect your satisfaction with our service from a random sample of tenants. Our latest results are:

	2024/25	2025/26	April to Sept 2026
Satisfaction with our overall service	75%	76%	80%

Customer care

Your satisfaction with our service:

	2024/25	2025/26	April to Sept 2026
Your satisfaction that we listen to your views and act upon them:	65%	68%	75%
Your satisfaction that you are kept informed about things that matter to you:	78%	79%	83%
Your satisfaction that we treat you fairly with respect:	79%	84%	88%
Your satisfaction with your approach to complaint handling:	41%	35%	56%

In addition to your satisfaction with our services, our customer care performance is:

	2024/25	2025/26	April to Sept 2026
Stage 1 complaints received	37 (20.3 per 1,000 homes)	66 (36.7 per 1,000 homes)	To be confirmed by Leeds CC
Stage 2 complaints received	8 (4.4 per 1,000 homes)	10 (5.5 per 1,000 homes)	To be confirmed by Leeds CC
Stage 1 complaints responded within timescales	97.3%	100%	To be confirmed by Leeds CC
Stage 2 complaints responded within timescales	100.0%	100%	To be confirmed by Leeds CC

Repairs

Your satisfaction with our repairs service:

	2024/25	2025/26	April to Sept 2026
Your satisfaction with the repairs in the last 12 months	82%	78%	83%
Your satisfaction with the time taken to complete your most recent repair	82%	79%	83%
Your satisfaction that we provide a home that is well maintained:	73%	76%	83%
Did you find it easy to report the repair	90%	93%	95.12%
Did we turn up when we said we would	88%	88%	91.67%
Satisfaction with the quality of the repair	75%	82%	87.60%
Satisfaction with the workers	79%	84%	88.33%

In addition to your satisfaction with our services, our own repairs performance is:

	2024/25	2025/26	April to Sept 2026
Non-emergency repairs completed within timescales - * straight monthly average	81.0%*	88.29%	87.78%
Emergency repairs completed within timescales - * straight monthly average	77.7%*	95.90%	96.42%

Your home

Your satisfaction with our service:

	2024/25	2025/26	April to Sept 2026
Your satisfaction that we provide a home that is safe:	79%	81%	80%

In addition to your satisfaction with our services, our own performance is:

	2024/25	2025/26	April to Sept 2026
Homes not meeting the Decent Homes Standard	3.7%	7.1%	0.11%
The proportion of homes with all required gas safety checks completed	98.4%	99.2%	98.67%
The proportion of homes with all required electrical testing completed (# method of calculation under review)	66.2%	91.6%	93.09%#
The proportion of fire risk assessments completed	100%	100%	100%
The proportion of homes with all asbestos surveys completed	83.0%	98.0%	100%
The proportion of homes with all required water checks	100%	100%	100%

Your tenancy

Our performance is:

	2024/25	2025/26	April 2026 to Sept 2026
Number of homes let	**92** (23 to existing tenants, 69 to new tenants)	**66** (13 to existing tenants, 53 to new tenants)	**41** (12 to existing LCC tenants 29 to new tenants)
Number of empty homes at period end	9	19	25
Average days taken to let a home	35.5 days	43.5 days	89.3 days
Number of mutual exchanges completed	20	26	14
Number of homes recovered due to housing fraud	2	0	Annual reporting

Your rent

Our performance is:

	2024/25	**2025/26**	**April 2026 to Sept 2026**
The amount of rent collected	£8,578,230 or 97.83%	£8,449,036 or 97.50%	97.63%
The amount of overall rent arrears	£140,564 or 1.62%	£172,248 or 1.99%	1.92%
Amount of rent collected owed by former tenants	£44,507	£37,225	£7,583
The number of households supported to claim additional income/benefits	167 (£451k)	37 (£142k)	13 (£106k)

Anti-social behaviour

Your satisfaction with our service:

	2024/25	2025/26	April 2026 to Sept 2026
Your satisfaction that our approach to handling antisocial behaviour:	51%	57%	78%

In addition to your satisfaction with our services, our performance is:

	2024/25	2025/26	April 2026 to Sept 2026
Anti-social behaviour cases reported to us (per 1,000 homes). * cumulative 12 months prior to period end	36.1	33.9	40.9*
Anti-social behaviour cases reported to us that involve hate incidents (per 1,000 homes)	1.4	0.6	2.2

Your community

Your satisfaction with our service:

	2024/25	2025/26	April 2026 to Sept 2026
Your satisfaction that communal areas are kept clean and well maintained:	69%	73%	79%
Your satisfaction that we make a positive contribution to your neighbourhood:	71%	78%	87%

Your health and wellbeing

Our performance is:

	2024/25	2025/26	April to Sept 2026
Number of major adaptations in council homes	20	19	9
Number of safeguarding concerns reported	15	13	6

Further detail about our performance can be found here:

https://www.belleisletmo.co.uk/your-tmo/about-us/our-performance/

Further detail about Leeds City Council performance is available here:

https://www.leeds.gov.uk/housing/council-housing-information-for-tenants/our-performance

− Tenant satisfaction measures

Along with other landlords of social housing from April 2023 we started to collect performance information against 22 national Tenant Satisfaction Measures (TSMs). We then report our performance each year to the Regulator and share this information with tenants.

10 of the measures are calculated from our performance information and 12 are collected via a tenant satisfaction survey.

Survey

The surveys may be sent to you as a link in an email or you may receive a phone call from an independent company undertaking the surveys on our behalf. We share with residents when our surveys are happening, and the results in our bulletins and on our website.

> You can read a summary of our approach describing how we collect tenant satisfaction information.
>
> You can also view a full copy of the complete tenant satisfaction measures questionnaire. This includes how we introduce the survey if you receive a phone call or email asking you to take part.