



# Tenant Satisfaction Measures

How are we doing? 2025/2026



# What are Tenant Satisfaction Measures?

Tenant Satisfaction Measures (TSMs) show how well your landlord is performing and how satisfied tenants are with the services they receive. They were developed by the Regulator of Social Housing, working with tenants and landlords, to focus on what matters most to tenants.

TSMs have two parts. The first is based on what tenants think. All social landlords must ask tenants the same 12 survey questions, set by the Regulator, so feedback is collected in a fair and consistent way.

The second part looks at how services are delivered, including repairs, building safety, complaints and neighbourhood management. These results are worked out using performance information provided by the landlord.

Because all landlords measure and report TSMs in the same way, tenants can clearly compare how their landlord is performing with others across the country.

You can find the full list of questions and measures on pages 17–21 of this document.



# About our tenant survey

To understand how tenants feel about Two Rivers Housing and the services we provide, we work with an independent research agency called Acuity.

Acuity is a Company Partner of the Market Research Society (MRS). This means they follow the MRS Code of Conduct, ensuring the survey is carried out fairly, confidentially and in line with best practice, as well as meeting the Regulator's requirements.

Acuity contacted tenants by telephone to ask the 12 tenant perception questions. The survey was carried out in four stages between 27 June 2025 and 26 March 2026. They spoke to 816 tenants in total.

After each stage, Acuity produced a report sharing the results and highlighting areas for improvement. They also created a combined annual report covering all four stages.

We use this combined report to produce our annual Tenant Satisfaction Measures, which are included in this document.

More information about how the survey was carried out can be found on pages 11-21 of this report.



**Acuity completed 816 surveys between 27 June 2025 and 26 March 2026.**



**Of the 816 surveys that were conducted**

- **815 tenants completed the survey**
- **1 tenant partially completed the survey**




# Overall satisfaction

## Tenants were asked:

Taking everything into account, how satisfied or dissatisfied are you with the service provided by Two Rivers Housing?



## Key

-  Very or fairly satisfied
-  Neither satisfied or dissatisfied
-  Very or fairly dissatisfied

**i** Unless otherwise stated, we use the same colour key for all of the Tenant Satisfaction Measure charts throughout this document.

## Using your feedback to improve our services

It's really important to us to understand how our tenants feel about their homes and the services we provide. Your feedback helps us see what's working well and where we need to improve, so we can plan better for the future.

The Tenant Satisfaction Measures give us a clear picture of how we're performing in the areas that matter most to our tenants.

Alongside these surveys, we work closely with our Tenants' Voice Group and run workshops and focus groups throughout the year. This gives us ongoing insight and a deeper understanding of what it's like to be a Two Rivers Housing tenant. We use this feedback to shape our services and make the changes tenants want to see.

Over the past 12 months, we've focused on embedding those changes. We're pleased to see the positive impact this has had on our latest Tenant Satisfaction Measures.

We've seen an increase in overall satisfaction from our tenants, which now stands at 82.6% (79.5% in 2024/2025). We've also seen improvements in satisfaction with our repairs service with 86.0% of tenants saying they were very or fairly satisfied with the overall service and 84.2% agreeing that their home is well maintained.

We know that we still have work to do in key areas including how we handle complaints and tackling anti-social behaviour in our homes and have put plans in place to make improvements in these areas.

We'll continue to listen to what our tenants tell us and work *#together* to make sure that when you become part of the Two Rivers community you'll really feel like **You're Home Now**.



# Maintaining and repairing homes

## Well maintained homes

### Tenants were asked:

How satisfied or dissatisfied are you that Two Rivers Housing provides a home that is well maintained?



**i** Of those surveyed, 523 said that they have had a repair completed in their home in the last 12 months. This group of tenants were asked further questions about our repairs service and the time taken to complete the repair.

## Repairs service

### Tenants were asked:

Has Two Rivers Housing carried out a repair to your home in the last 12 months?

**If yes**, how satisfied or dissatisfied are you with the overall repairs service from Two Rivers Housing over the last 12 months?



### Tenants were asked:

Has Two Rivers Housing carried out a repair to your home in the last 12 months?

**If yes**, how satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

## Performance measures

Proportion of homes that **DO NOT** meet Decent Homes Standards.

**0.1%** On 31 March 2026, 99.9% of our homes met the Decent Homes Standard.

Repairs completed in target time-scales

**87.2%** of non-emergency repairs were completed within target time-scales. (Five days for urgent and 30 days for routine repairs).

**97.4%** of emergency repairs were completed within 24 hours.

### **i** Meeting Decent Homes Standards

On 31 March 2026, we had four homes that did not meet the Decent Homes Standard. These homes did not meet the thermal comfort criteria for Decent Homes. Two were identified during a home survey and windows and doors for the homes will be replaced as part of our planned maintenance programme.

The other two currently have an EPC rating of F, which would not meet the Decent Homes Standard. One of these is due to our team being unable to access the home to make the improvements and in the other, the tenant has refused the upgrades to their home as within their right under the Decent Homes Standard.

We'll continue to work contractors to make sure we can complete any outstanding work and engage with tenants to make sure that their homes are warm and safe.

# Keeping our tenants safe in their homes

## Safe homes

### Tenants were asked:

Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Two Rivers Housing provides a home that is safe?



### Key

- Very or fairly satisfied
- Very or fairly dissatisfied
- Neither satisfied or dissatisfied
- Not applicable / Don't know

## Performance measures



Asbestos safety checks



Water safety checks



Lift safety checks



Fire safety checks



Gas safety checks



# Working with our tenants

## Listening to tenants

### Tenants were asked:

How satisfied or dissatisfied are you that Two Rivers Housing listens to your views and acts upon them?



## Keeping tenants informed

### Tenants were asked:

How satisfied or dissatisfied are you that Two Rivers Housing keeps you informed about things that matter to you?



## Treating tenants fairly and with respect

### Tenants were asked:

To what extent do you agree or disagree with the following "Two Rivers Housing treats me fairly and with respect"?

### Key

- Strongly agree or agree
- Neither agree or disagree
- Strongly disagree or disagree

### **i** Get involved!

Want to share your thoughts and opinions with us?  
Get in touch with our community engagement team:

**Email:** [communityengagement@2rh.org.uk](mailto:communityengagement@2rh.org.uk)

**Call:** 033 33 55 44 33



# Complaints: Putting things right

## Managing complaints

### Tenants were asked:

Have you made a complaint to Two Rivers Housing in the last 12 months?

If **yes**, how satisfied or dissatisfied are you with Two Rivers Housing's approach to complaints handling?



**i** 144 tenants said that they had made a complaint in the last 12 months.

## Performance measures

Number of Stage 1 and Stage 2 complaints per 1,000 homes.

# 38.8

Stage one complaints

# 10.6

Stage two complaints



Proportion of complaints responded to within the Housing Ombudsman's Complaints Handling Code time-scales



### Stage one complaints:

89.3% of Stage 1 complaints were responded to within the Housing Ombudsman's complaint handling time-scales.



### Stage two complaints:

93.5% of Stage 2 complaints were responded to within the Housing Ombudsman's complaint handling time-scales.

**i** We continue to make learning from complaints one of our top priorities. Towards the end of 2025/2026, we saw a significant increase in the number of complaints we received. In response, we increased the number of investigating officers across the organisation to better support our tenants.

Our officers receive ongoing training and understand how important it is to meet the Housing Ombudsman Service (HOS) time-frames. Where we haven't met these targets, we've apologised and made sure we kept tenants updated throughout the process.

We have a clear plan in place to improve our complaints service during 2026/2027. Our focus is on responding more quickly, improving communication, and delivering a better overall experience. We are committed to providing a complaints service tenants can rely on.



# Managing our neighbourhoods



## Maintaining communal spaces

### Tenants were asked:

Do you live in a building with communal areas, either inside or outside, that Two Rivers Housing is responsible for maintaining?

**If yes**, how satisfied or dissatisfied are you that Two Rivers Housing keeps these communal areas clean and well maintained?

## Contributing to our neighbourhoods

**Tenants were asked:** How satisfied or dissatisfied are you that Two Rivers Housing makes a positive contribution to your neighbourhood?



## Tackling anti-social behaviour

**Tenants were asked:** How satisfied or dissatisfied are you with Two Rivers Housing's approach to handling anti-social behaviour?

## Performance measures

Number of anti-social behaviour cases opened (per 1,000 homes)

**21.1** reported cases of anti-social behaviour for every 1,000 homes we manage.

**Less than one (0.2)** hate crimes reported for every 1,000 homes we manage.



# #Together we're making the changes you want to see

## Using tenant feedback to improve our services

Since our 2024/2025 Tenant Satisfaction Measures (TSM), we've been working closely with tenants to understand what we're doing well and where we need to improve.

This work is reflected in our latest TSM results, which show improvement across most areas.

We know there are still some key areas where we need to do better. This includes how we handle complaints and how we tackle anti-social behaviour in our neighbourhoods.

Over the past year, we've made changes to our neighbourhood teams and set up a dedicated safer neighbourhoods team. We believe this will help us deal with anti-social behaviour more effectively, and we expect this to be reflected in future TSM results.

We've also improved the way we handle complaints, focusing on clearer communication, better management of cases and making sure agreed actions are followed through.

We're committed to listening to and working with you to keep improving our services.

- 2024/2025 TSM results
- 2025/2026 TSM results

### Overall satisfaction



### Well maintained home



### Overall satisfaction with repairs



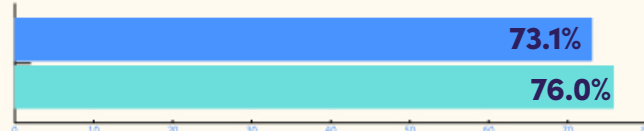
### Satisfaction with time taken for repair



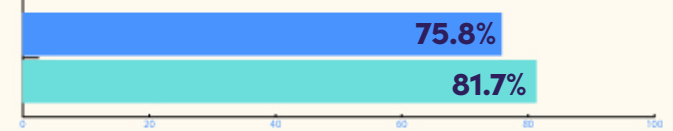
### Safe home



### Listens and acts on feedback



### Keeping tenants informed



### Treating tenants fairly and with respect



### Handling complaints



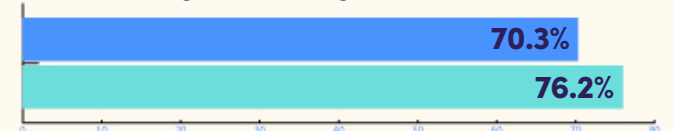
### Clean and well-maintained communal areas



### Tackling anti-social behaviour



### Contributing to our neighbourhoods



# More information: Tenant Perception Survey

## *Summary of achieved sample and sample method*

Two Rivers Housing Association works with Acuity Research & Practice Ltd, an accredited organisation that is dedicated to providing research services in the social housing sector. We use survey information to understand how our tenants feel about their homes and services, and how we can improve. Acuity was commissioned for collecting, generating and validating reported perception measures.

In 2025/2026, Two Rivers Housing Association completed TSM surveys with a sample of residents. The sample size was chosen to ensure that the level of statistical accuracy set out by the Regulator of Social Housing was met. Two Rivers Housing Association must ensure that they survey enough residents to meet a statistical accuracy (margin of error at 95% confidence interval) of +/- 4%.

During 2025/2026, Two Rivers Housing Association completed 816 TSM surveys. Two Rivers Housing Association have 4,194 properties which means that a statistical accuracy level of +/- ±3.1% was achieved, which is a greater level of accuracy than required.

58 tenants have opted out of completing tenant surveys and their details were not shared with Acuity. No other tenants were removed from the sample frame.

There were no incentives used for this survey.

In addition to the questions required to complete the Tenant Satisfaction Measures survey, we also asked those that participated in the survey a number of other questions related to the services we provide. These additional questions can be found on pages 18-20 of this report (question No.s AD01 to AD17).

## *Sample Method*

A sample approach was used for Two Rivers Housing Association's fieldwork. Acuity contacted a random selection of current tenants in a telephone survey based on quotas. All respondents had the opportunity complete the survey online by requesting to do so when speaking to an interviewer. The survey is carefully scripted to ensure a professional and consistent process.

Survey responses are immediately shared with Two Rivers Housing Association, who then manage a follow up and review process which includes both responding to feedback as necessary, and analysing the feedback, to understand how we can improve.

# More information: Tenant Perception Survey



## *Collection Methods*

The Tenant Satisfaction Measures surveys were completed via telephone-only methodology. The rationale for using this approach is:

**Accessibility and Inclusivity:** Ensuring accessibility for all tenants, which aligns with our goal of reaching a broad and representative sample

**Engagement and Data Quality:** Direct interaction over the phone tends to enhance engagement, allowing participants to ask clarifying questions and leading to more accurate and detailed responses. This is particularly valuable for nuanced satisfaction metrics.

**Response Rates:** Historically, telephone surveys have yielded higher response rates than other methods within this tenant demographic, maximising the robustness of our data and ensuring the results truly reflect the tenant base. Using a telephone interaction allows Two Rivers Housing Association to be reactive to flags and alerts, which improves customer recovery.

**Reliability and Consistency:** Maintaining consistency with previous years' methodologies allows for more reliable trend analysis. It also enables richer information to be gathered.

**Independence:** Using Acuity, an independent market research agency, means that participants are free from influence from the rest of the organisation.

# More information: Tenant Perception Survey

## Introductory text

Here is the introductory text used for Two Rivers Housing TSM surveys. This ensures that tenants understand that the information collected will be used to calculate our Tenant Satisfaction Measures.

*"Hello is that [respondent name]?"*

*My name is [interviewer name] and I'm calling on behalf of Two Rivers Housing from an independent research agency called Acuity. We are carrying out short satisfaction surveys with [description] to find out how satisfied you are with your home and the services you receive from them. Would you be able to spare [Survey Length] minutes to go through the survey with me now?"*

*IF NO ASK: can I call back at another time?"*

*IVR READ OUT: The survey will be used to calculate Tenant Satisfaction Measures to be published by Two Rivers Housing and reported back to the Regulator of Social Housing.*

*If the customer would like to verify the validity of this survey they need to contact Two Rivers Housing by email [Email Address] or by phone [Telephone Number].*

*NB: Data sharing if challenged –*

*"Your landlord will, from time to time, share your personal data with third parties for legitimate interests. This could be transferring it to repairs contractors to carry out repairs or for research purposes such as this, to ensure they are giving the best service possible. When signing your application form or agreement, you are automatically included in this legitimate interest clause, which can also be found in the data privacy statement on your landlord's website.*

*You can however opt out of this by contacting your landlord. If you are not happy that your landlord has passed your details to us and would rather we did not contact you again, we can remove your details from our system and flag this back to your landlord. I however urge you to contact them to request your details are not shared with other parties."*

*Before we start, I need to make you aware that we are bound by the Market Research Society Code of Conduct. All calls will be recorded for training and quality purposes. Any information that you give us will be treated in confidence and will be used to find ways of improving the service that Two Rivers Housing provides. Two Rivers Housing will be able to identify you from your survey responses, are you happy to continue?"*

*NB: If asked – call recordings are stored for 90 days to allow our company to verify and validate the quality of interviews. Yes / No*

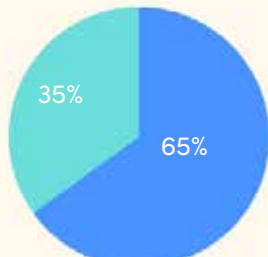
# More information: Tenant Perception Survey

## Representativeness

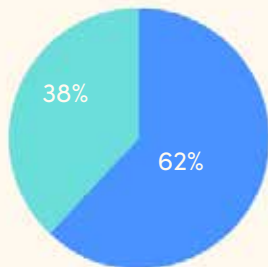
Representative checks were carried out to ensure that the survey was representative of the tenant population as a whole. The characteristics by which representativeness was determined were: tenure, age, and area.

### Gender

Tenant population

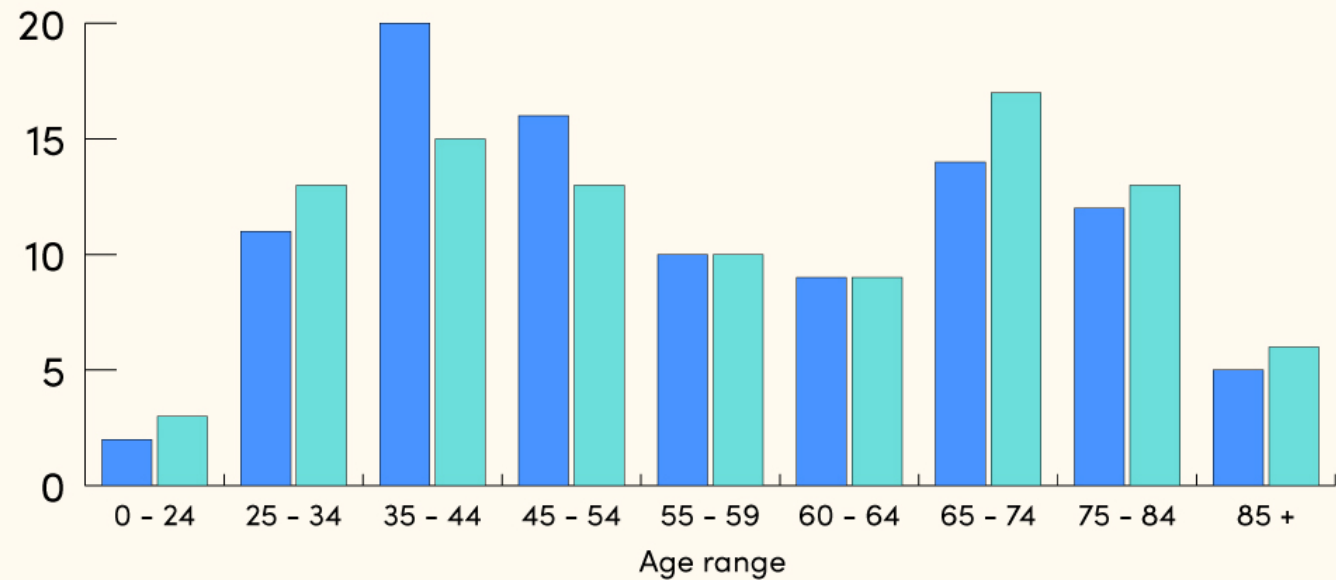


Survey sample



■ Male  
■ Female

### Age range



■ Tenant population    ■ Survey sample

# More information: Tenant Perception Survey

## Representativeness continued

### Ethnicity

Ethnicity	Tenant Population	Survey sample
Asian or Asian British - Indian	0.07%	0.12%
Asian or Asian British - Pakistani	0.02%	0%
Black or Black British - African	0.22%	0.12%
Black or Black British - Caribbean	0.22%	0.12%
Mixed - White and Black African	0.02%	0.12%
Mixed - White and Black Caribbean	0.12%	0.12%
White - English, Welsh, Scottish, Northern Irish or British	75%	73%
White - Gypsy or Irish Traveller	0.02%	0.12%
White - Irish	0.41%	0.24%
White - Polish	0.43%	0.24%
White - other	2%	1%
Prefer not to say	0.22%	0.36%
Unknown	21%	24%



# More information: Tenant Perception Survey

## Representativeness continued

### Religion

Religion	Tenant Population	Survey sample	Religion	Tenant Population	Survey sample
Agnostic	0.22%	0.12%	Jewish	0.02%	0.12%
Baptist	0.24%	0.24%	Methodist	0.41%	0.49%
Buddhist	0.14%	0.12%	Mormon	0.05%	0.12%
Catholic	1%	1%	Muslim	0.65%	0.61%
Chapel	0.07%	0%	Pagan	0.17%	0.24%
Christian	7%	7%	Pentecostal	0.10%	0.24%
Christian (includes Catholic and CofE)	13%	17%	Sikh	0.05%	0.24%
Church of England	14%	10%	United Reform Church	0.05%	0%
Church of Scotland	0.02%	0%	Any other religion	0.72%	1%
Hindu	0.02%	0%	Unknown	26%	29%
Humanist	0.05%	0%	Prefer not to say	2%	2%
Jehovah's Witness	0.19%	0.24%	No religion	32%	30%

# More information: Tenant perception survey questions

No.	Question	Response choices
TP01	Taking everything into account, how satisfied or dissatisfied are you with the service provided by Two Rivers Housing?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
TP02	Has Two Rivers Housing carried out a repair to your home in the last 12 months?	Yes/No
	How satisfied or dissatisfied are you with the overall repairs service from Two Rivers Housing over the last 12 months?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied Fairly dissatisfied, Very dissatisfied
TP03	Has Two Rivers Housing carried out a repair to your home in the last 12 months?	Yes/No
	How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied Fairly dissatisfied, Very dissatisfied
TP04	How satisfied or dissatisfied are you that Two Rivers Housing provides a home that is well maintained?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied Fairly dissatisfied, Very dissatisfied
TP05	Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Two Rivers Housing provides a home that is safe?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied Fairly dissatisfied, Very dissatisfied, Not applicable / don't know
TP06	How satisfied or dissatisfied are you that Two Rivers Housing listens to your views and acts upon them?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
TP07	How satisfied or dissatisfied are you that Two Rivers Housing keeps you informed about things that matter to you?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
TP08	To what extent do you agree or disagree with the following "Two Rivers Housing treats me fairly and with respect"?	Strongly agree, Agree, Neither agree nor disagree, Disagree, Strongly disagree, Not applicable / Don't know
TP09	Have you made a complaint to Two Rivers Housing in the last 12 months?	Yes/No
	How satisfied or dissatisfied are you with Two Rivers Housing's approach to complaints handling?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied Fairly dissatisfied, Very dissatisfied

# More information: Tenant perception survey questions

No.	Question	Response choices
TP10	Do you live in a building with communal areas, either inside or outside, that Two Rivers Housing is responsible for maintaining?	Yes / No / Don't know
	How satisfied or dissatisfied are you that Two Rivers Housing keeps these communal areas clean and well maintained?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied Fairly dissatisfied, Very dissatisfied
TP11	How satisfied or dissatisfied are you that Two Rivers Housing makes a positive contribution to your neighbourhood?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
TP12	How satisfied or dissatisfied are you with Two Rivers Housing's approach to handling anti-social behaviour?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
AD01	Overall satisfaction: Please describe your specific experiences that have shaped your view of Two Rivers Housing's service.	Open ended
AD02	Home and communal areas safety and maintenance: Share your views on the safety and maintenance of your home and the cleanliness and maintenance of any communal areas.	Open ended
AD02	Repairs comments: Tell us more about your experience with the repairs service over the last 12 months.	Open ended
AD03	Neighbourhood contribution comments: Share your views on your landlord's contribution to your neighbourhood.	Open ended
AD04	ASB comments: Give us your thoughts on Two Rivers' approach to handling anti-social behaviour.	Open ended
AD05	Customer service and communications: Describe your experience with the customer service and communications you receive.	Open ended
AD06	Complaints handling comments: Please describe your experience of how complaints are handled.	Open ended
AD07	Complaints knowledge: Are you aware of Two Rivers' complaints process and how to make an official complaint?	Yes / No / Don't Know

# More information: Tenant perception survey questions

No.	Question	Response choices
AD08	Complaint type: What was your complaint related to?	Repairs service / Property condition / ASB / Communal areas or repairs / Damp and mould / Staff or contractor attitude / Communication / Tenancy matters / Rent or service charge matters / Other (please specify) / Unknown
AD09	Complaint route: How did you make your complaint? If you have gone through more than one route, please tick all that apply	Telephone call to the contact centre / Email to the contact centre / To a housing officer / Via the website / In writing / Complaints procedure / Through a legal representative / To a regulatory body, e.g. Housing Ombudsman / Other (please specify)
AD10	Complaint resolution: Has your complaint now been resolved?	Yes - I am happy with the resolution / Yes - I am not happy with the resolution / No - complaint is still ongoing / No - my landlord has not acknowledged my complaint
AD11	Complaint stage resolution: What stage in the complaints process did your complaint reach?	Stage 1 / Stage 2 / Not sure / don't know / N/A did not make official complaint
AD12	Complaint handling: How could your landlord improve the way it handles complaints? Tick all that apply	Improve communication / keep me updated , Improve internal communication (communication between teams) , Listen more , Better attitude of staff to complaints , Be more proactive in resolving my complaint , Make it clearer how to make a complaint , Make it easier to make a complaint, Acknowledge complaints , N/A , Other (please specify)
AD13	Damp and mould: Does your home currently suffer from any damp or mould issues? (If 'Yes' we will pass on your name and address to Two Rivers)	Yes / No
AD14	Reported damp and mould: And if yes, have you reported it to Two Rivers Housing?	Yes / No
AD15	Warm homes: Do you find it easy to keep your home warm?	Very easy, Fairly easy, Neither easy nor difficult, Fairly difficult, Very difficult

# More information: Tenant perception survey questions

No.	Question	Response choices
AD16	Permission - happy to be identified: The results of this survey are confidential. However, would you be happy for us to give your responses to Two Rivers with your name attached so that they have better information to help them improve services?	Yes / No
AD17	Permission - follow up: Would you be happy for Two Rivers to contact you to follow up any of the comments or issues you have raised?	Yes / No

## Closing script

Here is the closing text used for Two Rivers Housing TSM surveys.

*"If you are dissatisfied with the service provided by Two Rivers Housing, they do have a complaints process, which you can access by calling 0800 316 08 97, emailing: [complaints@2rh.org.uk](mailto:complaints@2rh.org.uk) or by completing a form on their website where you will find more information (<https://www.tworivershousing.org.uk/your-home/report/compliments-and-complaints/>)*

*We have now come to the end of the survey. Just to confirm my name is [interviewers' name] and I've been calling from Acuity on behalf of Two Rivers Housing Association, thank you very much for your time in completing the survey.*

# More information: Performance measures

These are the performance measures that we must report annually to the Regulator of Social Housing alongside the have been set out by the Regulator of responses to our Tenant Satisfaction Measures. You will find the results of each of these measures in this report, but for ease we've included the page reference in this table.

No.	Measure	Area	Page
BS01	Proportion of homes for which all required gas safety checks have been carried out (%)	Building safety	6
BS02	Proportion of homes for which all required fire risk assessments have been carried out (%)	Building safety	6
BS03	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out (%)	Building safety	6
BS04	Proportion of homes for which all required legionella risk assessments have been carried out (%)	Building safety	6
BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out (%)	Building safety	6
RP01	Proportion of homes that do not meet the Decent Homes Standard [LCRA only] (%)	Repairs and maintenance	5
RP02	Proportion of non-emergency responsive repairs completed within the landlord's target time-scale [LCRA only] (%)	Repairs and maintenance	5
	Proportion of emergency responsive repairs completed within the landlord's target time-scale [LCRA only] (%)	Repairs and maintenance	5
NM01	Number of anti-social behaviour cases opened (per 1,000 homes)	Neighbourhood management	9
	Number of anti-social behaviour cases that involve hate incidents opened (per 1,000 homes)	Neighbourhood management	9
CH01	Number of stage one complaints received (per 1,000 homes)	Complaints handling	8
	Number of stage two complaints received (per 1,000 homes)	Complaints handling	8
CH02	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code time-scales (%)	Complaints handling	8
	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code time-scales (%)	Complaints handling	8



## Contact us

Telephone: **033 33 55 44 33**

Website: **[www.tworivershousing.org.uk](http://www.tworivershousing.org.uk)**

Email: **[customerservices@2rh.org.uk](mailto:customerservices@2rh.org.uk)**

If you would like this document in large print or audio CD, please call us.

