



Tenant Satisfaction Measures

2024

■ Satisfied
■ Dissatisfied

Overall satisfaction with service provided



Satisfaction that the home is safe



Satisfaction with overall repairs service



Satisfaction with the time taken to complete the most recent repair



Satisfaction that the home is well maintained



55%

Satisfaction that the landlord listens to tenant views and acts upon them

23%

56%

Satisfaction that the landlord keeps tenants informed about things that matter to them

18%

73%

Agreement that the landlord treats tenant fairly and with respect

11%



Satisfaction with the landlord's approach to handling complaints



Satisfaction that the landlord keeps communal areas clean and well maintained



Satisfaction that the landlord makes a positive contribution to neighbourhoods



Satisfaction with the landlord's approach to handling anti-social behaviour

