

Tenant Satisfaction Measures – customer perception scores

Tenant Satisfaction Measure	Result 2023/2024 (%)		Result 2024/2025 (%)	
	Renters (Low Cost Rented Accommodation)	Homeowners (Low Cost Homeownership)	Renters (%) (Low Cost Rented Accommodation)	Homeowners (Low Cost Homeownership)
TP01: Overall satisfaction	66.5	50.1	63.9	50.4
TP02: Satisfaction with repairs	68.8	Not applicable	66.5	Not applicable
TP03: Satisfaction with time taken to complete most recent repair	61.5	Not applicable	58.8	Not applicable
TP04: Satisfaction that the home is well maintained	68.1	Not applicable	66.2	Not applicable
TP05: Satisfaction that the home is safe	76.0	76.6	73.1	76.6
TP06: Satisfaction that Sanctuary listens to tenant views and acts upon them	53.2	39.1	53.5	36.3
TP07: Satisfaction that Sanctuary keeps residents informed about things that matter to them	65.8	52.2	62.7	54.4
TP08: Agreement that Sanctuary treats residents fairly and with respect	75.1	59.1	74.0	63.7
TP09: Satisfaction with Sanctuary's approach to handling complaints	31.5	20.2	29.7	24.3
TP10: Satisfaction that Sanctuary keeps communal areas clean and well maintained	68.7	51.4	67.5	52.6
TP11: Satisfaction that Sanctuary makes a positive contribution to neighbourhoods	57.3	40.6	56.3	41.5
TP12: Satisfaction with Sanctuary's approach to handling anti-social behaviour	57.4	45.5	56.9	46.1