

## 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: Proportion of respondents who report that they are satisfied with the overall service from their landlord.	66.5	50.1	63.9	50.4
TP02: Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service.	68.8	Not applicable	66.5	Not applicable
TP03: Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair.	61.5	Not applicable	58.8	Not applicable
TP04: Proportion of respondents who report that they are satisfied that their home is well maintained.	68.1	Not applicable	66.2	Not applicable
TP05: Proportion of respondents who report that they are satisfied that their home is safe.	76.0	76.6	73.1	76.6
TP06: Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	53.2	39.1	53.5	36.3
TP07: Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	65.8	52.2	62.7	54.4
TP08: Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	75.1	59.1	74.0	63.7
TP09: Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling.	31.5	20.2	29.7	24.3
TP10: Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	68.7	51.4	67.5	52.6
TP11: Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	57.3	40.6	56.3	41.5
TP12: Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	57.4	45.5	56.9	46.1