

Tenant Satisfaction Measure results 2025/2026 - perception measures

Tenant Satisfaction Measure	Result 2024/2025 (%)		Result 2025/2026 (%)	
	Renters (Low Cost Rented Accommodation)	Homeowners (Low-Cost Homeownership)	Renters (Low Cost Rented Accommodation)	Homeowners (Low-Cost Homeownership)
TP01: Overall satisfaction	63.9	50.4	62.8	46.3
TP02: Satisfaction with repairs	66.5	Not applicable	65.2	Not applicable
TP03: Satisfaction with time taken to complete most recent repair	58.8	Not applicable	57.5	Not applicable
TP04: Satisfaction that the home is well maintained	66.2	Not applicable	64.6	Not applicable
TP05: Satisfaction that the home is safe	73.1	76.6	73.4	68.6
TP06: Satisfaction that Sanctuary listens to tenant views and acts upon them	53.5	36.3	53.7	35.5
TP07: Satisfaction that Sanctuary keeps tenants informed about things that matter to them	62.7	54.4	63.4	52.6
TP08: Agreement that Sanctuary treats tenants fairly and with respect	74.0	63.7	75.2	58.5
TP09: Satisfaction with Sanctuary's approach to handling complaints	29.7	24.3	30.4	24.1
TP10: Satisfaction that Sanctuary keeps communal areas clean and well maintained	67.5	52.6	70.2	48.2
TP11: Satisfaction that Sanctuary makes a positive contribution to neighbourhoods	56.3	41.5	57.9	41.2
TP12: Satisfaction with Sanctuary's approach to handling anti-social behaviour	56.9	46.1	57.9	40.5