

Tenant Satisfaction Measure scores from August 2022 – October 2022

	Satisfied	Neutral	Dissatisfied
Taking everything into account, how satisfied or dissatisfied are you with the service provided by your landlord?	71%	15%	14%
Has your landlord 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 your landlord over the last 12 months?	73%	10%	17%
Has your landlord 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?	72%	8%	20%
How satisfied or dissatisfied are you that your landlord provides a home that is well-maintained?	62%	11%	27%
Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that your landlord provides a home that is safe?	71%	12%	17%
How satisfied or dissatisfied are you that your landlord listens to your views and acts upon them?	56%	25%	19%
How satisfied or dissatisfied are you that your landlord keeps you informed about things that matter to you?	62%	27%	11%
To what extent do you agree or disagree with the following? “My landlord treats me fairly and with respect.”	54%	38%	8%
Have you made a complaint to your landlord in the last 12 months? If yes, how satisfied or dissatisfied are you with your landlord’s approach to complaints handling?	56%	6%	38%
How satisfied or dissatisfied are you that your landlord keeps these communal areas clean and well-maintained?	50%	21%	29%
How satisfied or dissatisfied are you that your landlord makes a positive contribution to your neighbourhood?	54%	38%	8%
How satisfied or dissatisfied are you with your landlord’s approach to handling anti-social behaviour?	36%	47%	17%

Effort and trust

In addition to the 12 measures, it's important for us to understand how much you trust us as your landlord and how easy it is to have your issues resolved.

The most recent score for the amount of effort a customer has to make to get an issue resolved is 2.5 out of 10. The lower the score the better. When it comes to customers' trust in us as a landlord, we scored 7.6 out of 10. The higher the score the better.