

Tenant Satisfaction Measure scores from October 2022 – April 2023

	Satisfied %	Neutral %	Dissatisfied %
Taking everything into account, how satisfied or dissatisfied are you with the service provided by settle?	69.18	12.68	18.14
How satisfied or dissatisfied are you with the overall repairs service from settle over the last 12 months?	75.06	7.38	17.56
How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?	68.7	8.65	22.65
How satisfied or dissatisfied are you that settle provides a home that is well maintained?	63.56	13.48	22.95
Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that settle provides a home that is safe?	71.73	11.43	16.84
How satisfied or dissatisfied are you that settle listens to your views and acts upon them?	53.61	22.31	24.08
How satisfied or dissatisfied are you that settle keeps you informed about things that matter to you?	60.67	23.6	15.73
To what extent do you agree or disagree with the following "my landlord treats me fairly and with respect"?	67.09	22.47	10.43
How satisfied or dissatisfied are you with settle's approach to complaints handling?	36.64	32.82	30.53
How satisfied or dissatisfied are you that settle keeps these communal areas clean and well maintained?	43.57	35.96	20.47
How satisfied or dissatisfied are you that settle makes a positive contribution to your neighbourhood?	48.96	36.28	14.77
How satisfied or dissatisfied are you with settle's approach to handling anti-social behaviour?	39.97	45.59	14.45
To what extent do you agree or disagree with the following 'I trust my landlord'	55.78	31.9	12.31
To what extent do you agree with the statement "settle makes it easy to manage my issue"	55.51	26.82	17.67