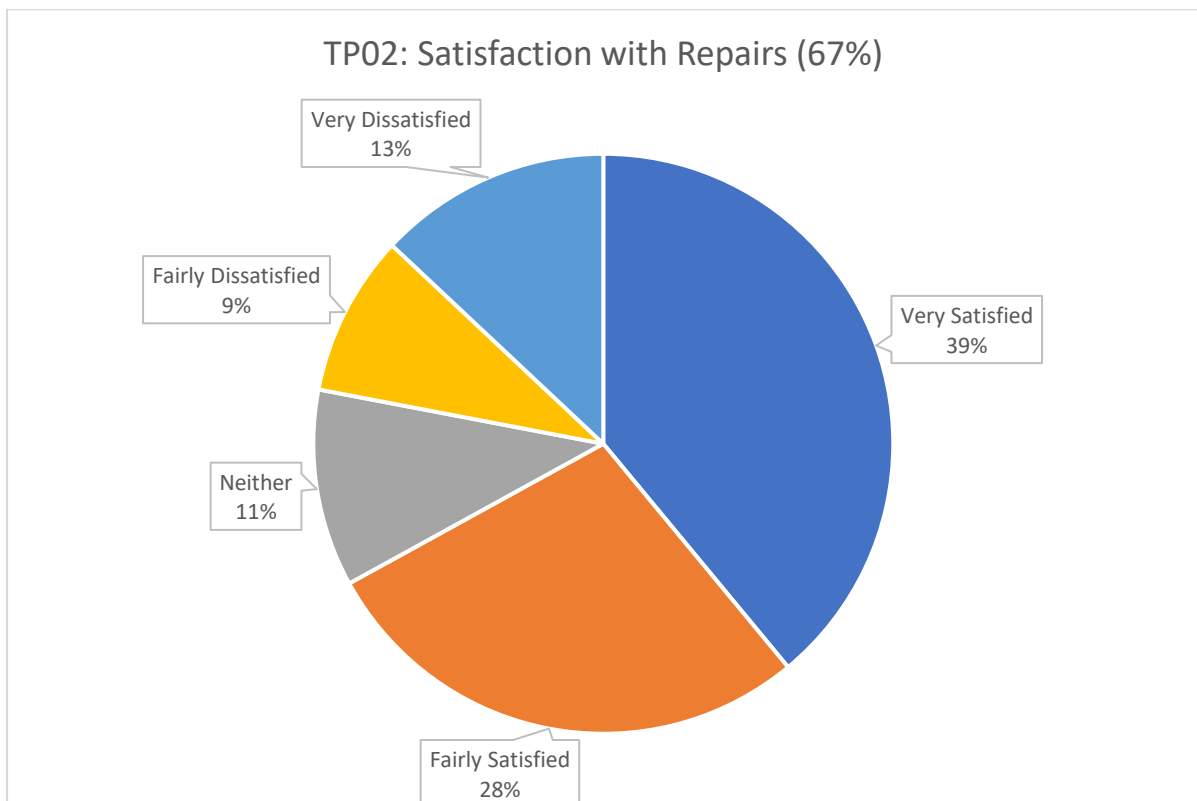
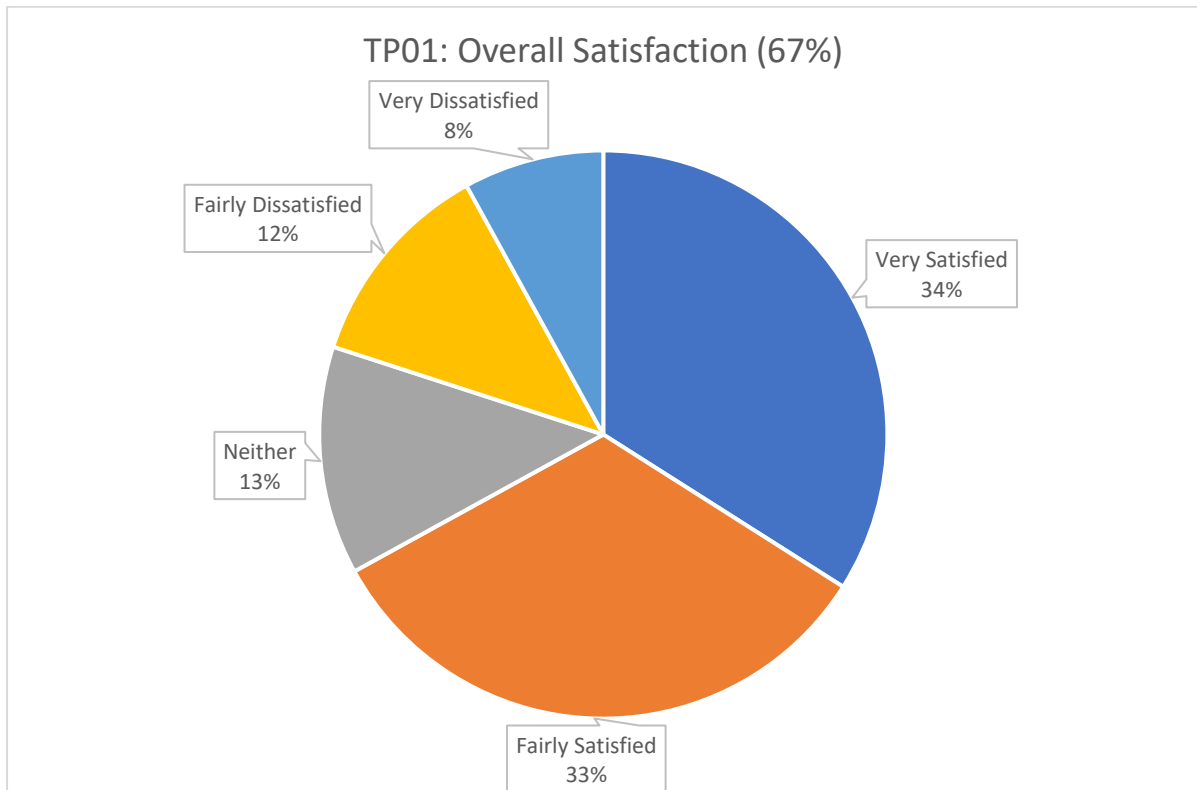
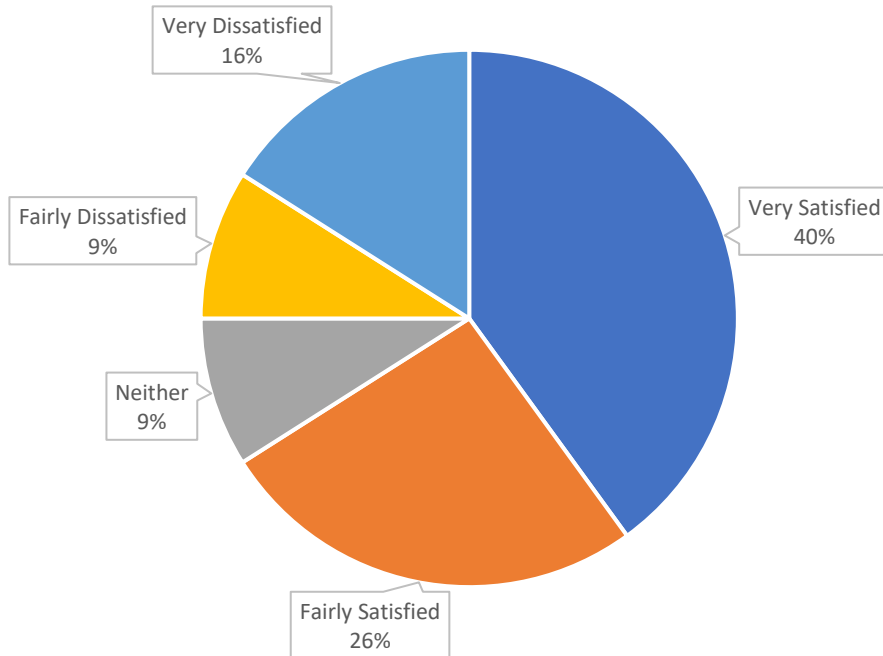


Tenant Satisfaction Survey 2023/4 – Breakdown of Results

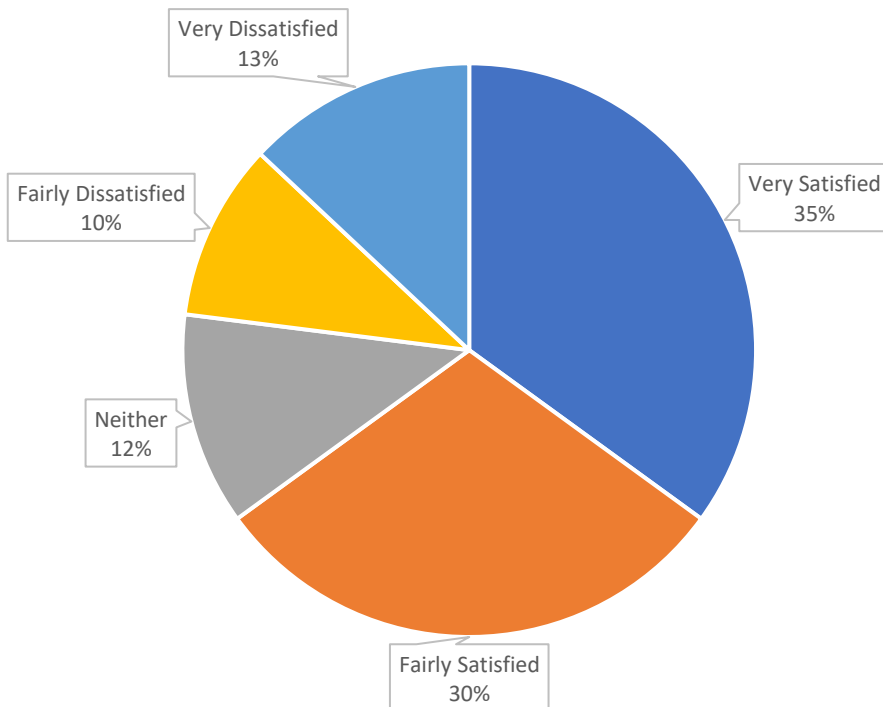
PART ONE: TENANT PERCEPTION MEASURES



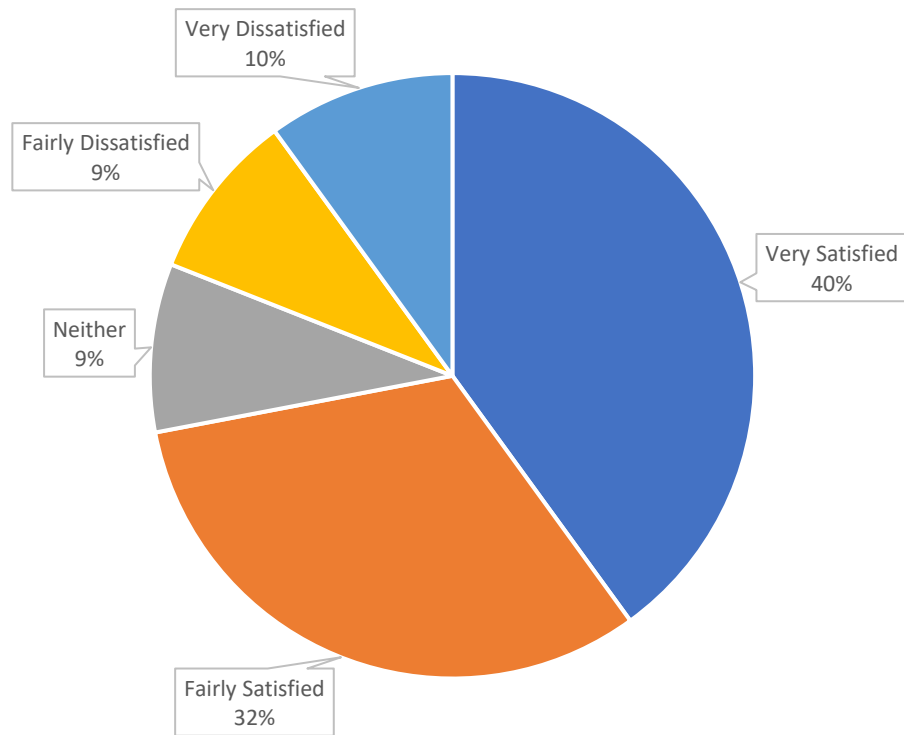
TP03: Satisfaction with time taken to complete most recent repair (66%)



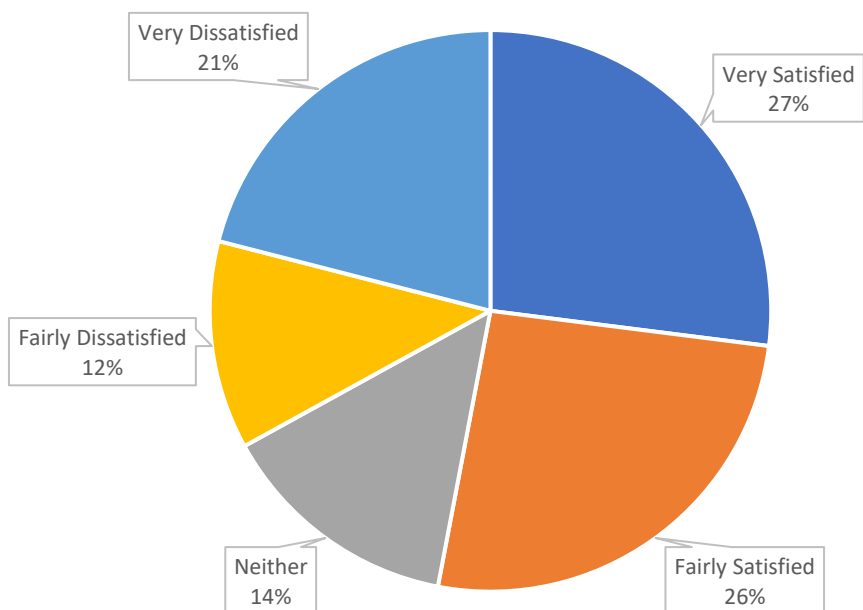
TP04: Satisfaction that the home is well-maintained (65%)



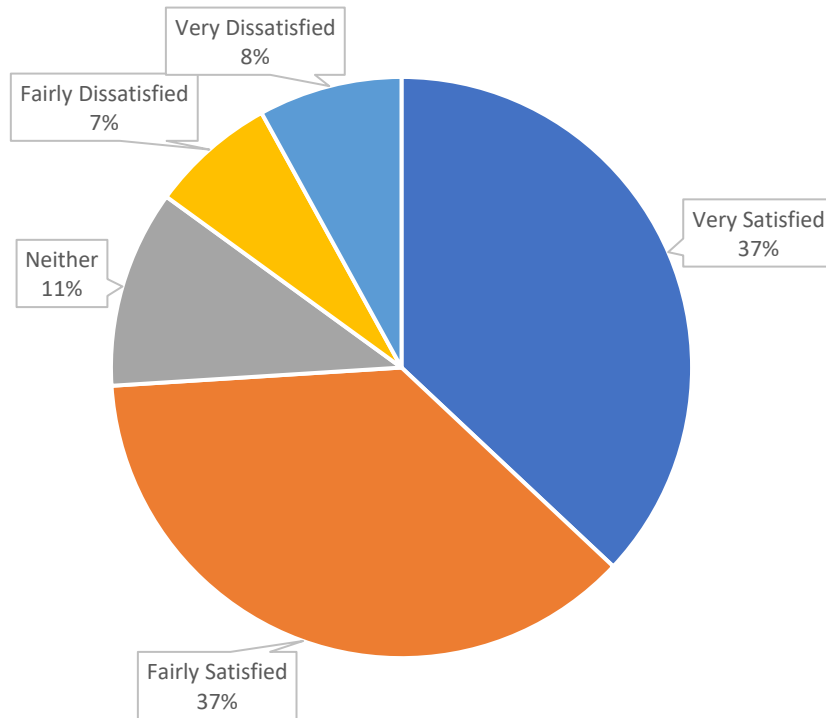
TP05: Satisfaction that the home is safe (72%)



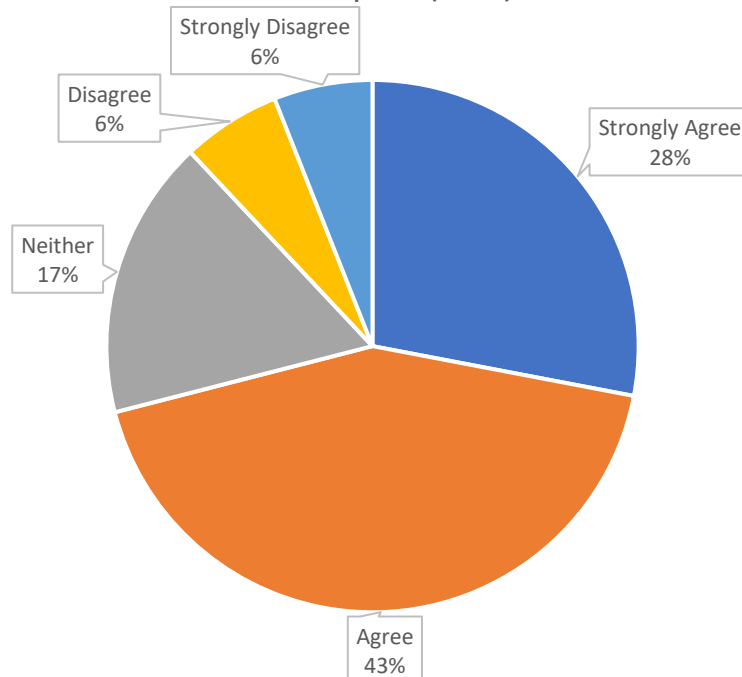
TP06: Satisfaction that the landlord listens to and acts upon tenants' views (53%)



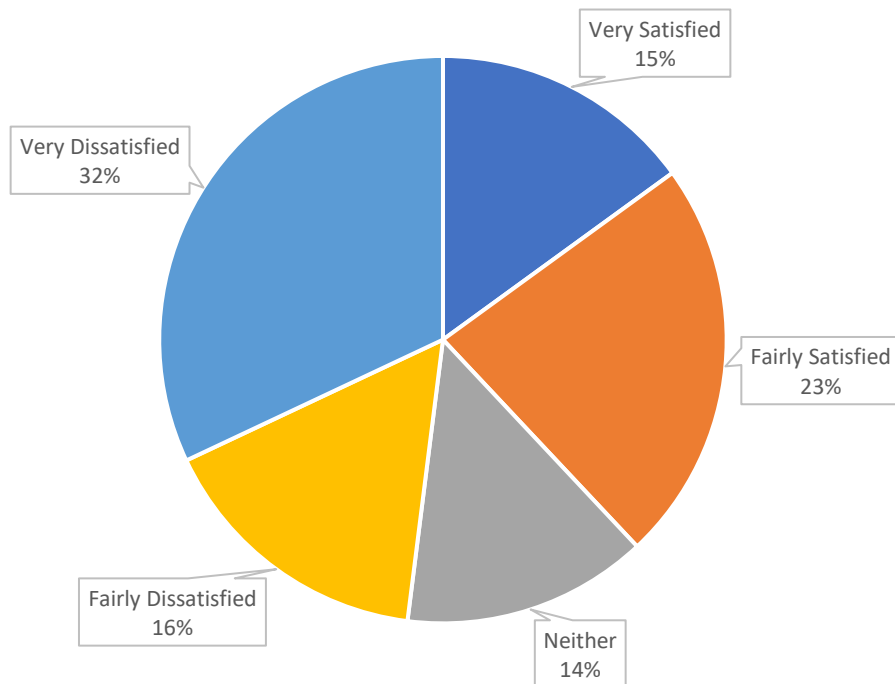
TP07: Satisfaction that the landlord keeps tenants informed about things that matter to them (74%)



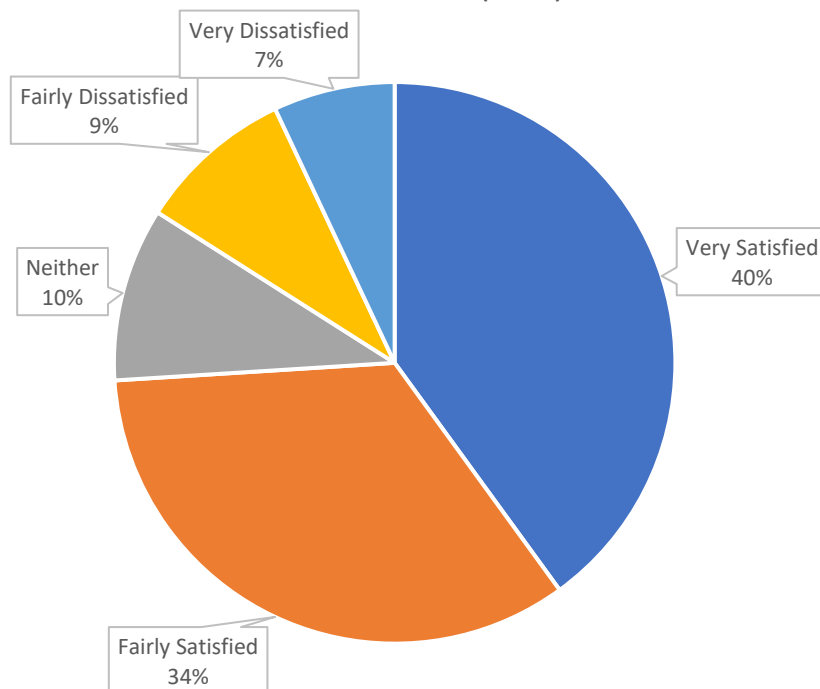
TP08: Agreement that the landlord treats tenants fairly and with respect (71%)



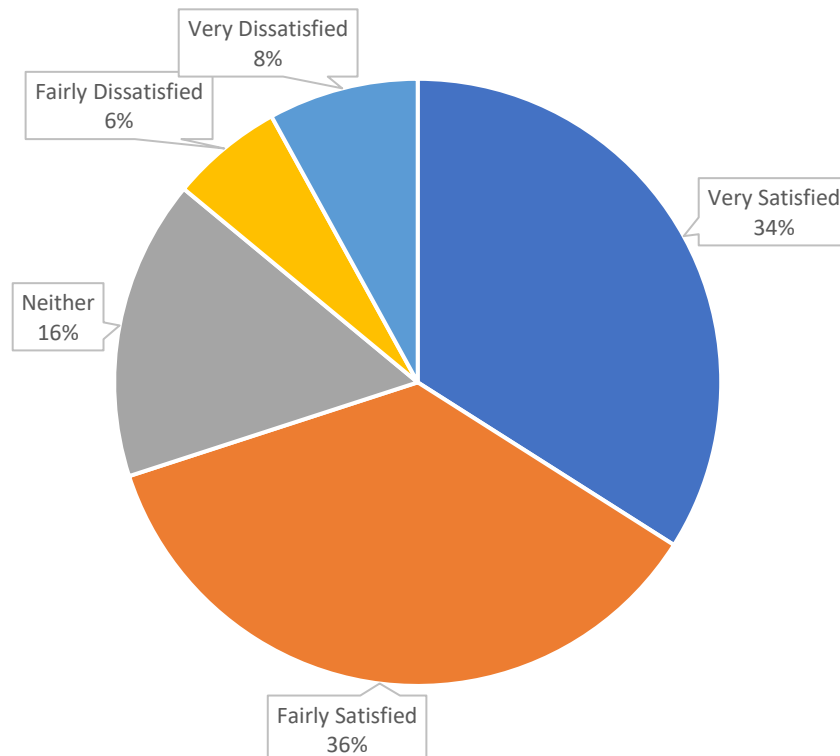
TP09: Satisfaction with landlord's approach to handling complaints (38%)



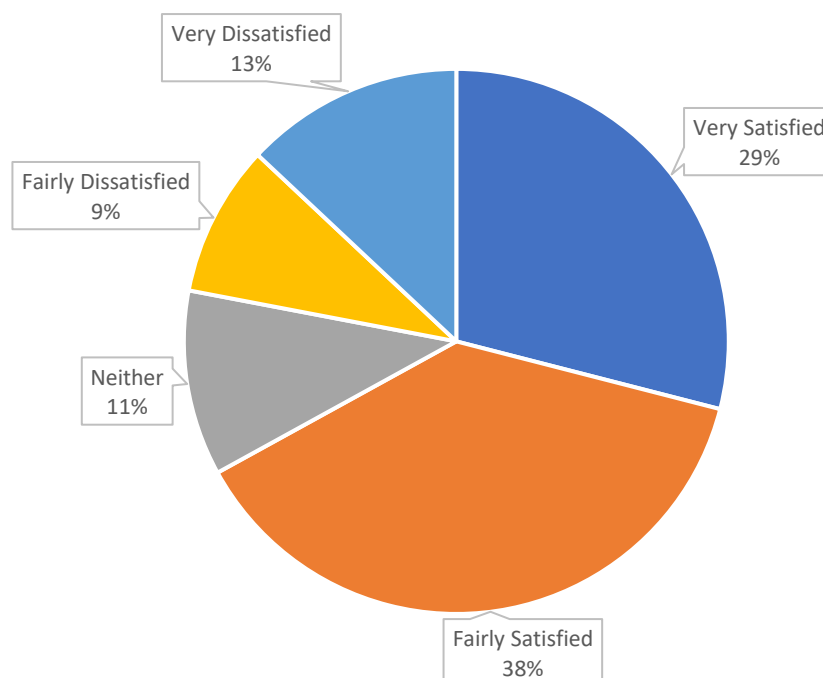
TP10: Satisfaction that landlord keeps communal areas clean and well-maintained (74%)



TP11: Satisfaction that the landlord makes a positive contribution to neighbourhoods (70%)



TP12: Satisfaction with landlord's approach to handling antisocial behaviour (67%)



PART TWO: ADDITIONAL QUESTIONS

