

HMASC 30 January 2024

Tenant Satisfaction Survey Results 2023/24

Appendix Two

Table One: Survey Results 2023/24						
TSM Reference	Measure	CoL 2022/23 Result (tenants only)	CoL 2023/4 Result (tenants only)	Change from 2022/3	London Councils – Median 2022-3*	London Councils – Upper Quartile 2022-3*
TP01	Overall satisfaction	57%	66.9%	+9.9%	60.2	64.5
TP02	Satisfaction with repairs	63%	67.0%	+4%	64.1	71.3
TP03	Satisfaction with time taken to complete most recent repair	59%	66.2%	+7.2%	59.0	76.3
TP04	Satisfaction that the home is well maintained	57%	64.9%	+7.9%	60	72
TP05	Satisfaction that the home is safe	Not separately surveyed in 2022 pilot - "safe" was included in TP04	71.7%	-	69	74.3
TP06	Satisfaction that the landlord listens to tenant views and acts upon them	42%	53.2%	+11.2%	45.6	51.2
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	59%	74.0%	+15%	64	68.5
TP08	Agreement that the landlord treats tenants fairly and with respect	60%	71.6%	+11.6%	61	70.8
TP09	Satisfaction with the landlord's approach to handling complaints	40%	38.3%	-1.7%	25.5	28.6
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained	51%	73.5%	+22.5%	58.5	64.7
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods	48%	69.6%	+21.6%	54	55
TP12	Satisfaction with the landlord's approach to handling of anti-social behaviour	46%	66.8%	+20.8%	42	53

Box filled green = our result meets or exceeds this figure. Box filled amber = our result does not meet or exceed this figure

\*Figures taken from HouseMark report on London Councils TSMs pilot undertaken in 2022/23, published April 2023.

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**Table Two: Key Tenant Satisfaction Data – 2016 to 2023**

Note on results: figures are rounded to nearest whole number. Please note that survey methodologies varied between years and the TSM questions were only asked in 2022 and 2023. Results for 2016-2020 were for similar, but differently phrased, questions.

Measure	2016	2017	2018	2020	2022	2023
Overall satisfaction with services	79%	68%	92%	52%	57%	67%
Overall satisfaction with repairs service	67%	55%	73%	52%	63%	67%
Satisfaction with cleanliness of estate	78%	69%	58%	58%	51%	74%
Satisfaction with listening to and acting upon views	70%	50%	46%	38%	42%	53%
Satisfaction with information provided to tenants	87%	66%	73%	61%	59%	74%

**Table Three: Additional Questions – Cost of Living Concerns**

Do you currently struggle with any of the following? Paying your rent or service charges	Yes	11.04%
	No	70.35%
	I am worried about the future	10.09%
	Prefer not to say	8.52%
Do you currently struggle with any of the following? Meeting the cost of	Yes	22.86%
	No	52.38%

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household bills (other than utility or fuel bills)	I am worried about the future	15.24%
	Prefer not to say	9.52%
Do you currently struggle with any of the following? Meeting the cost of utility/fuel bills		
	Yes	25.63%
	No	46.52%
	I am worried about the future	18.35%
	Prefer not to say	9.49%

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