

TENANT PERCEPTION MEASURES – COMPARATIVE RESULTS – 2023/24 and 2024/2025

TSM Reference	Measure	CoL 2023/4 Result	CoL 2024/5 Result	Change from 2023/4	London Median 2023/4
TP01	Overall satisfaction	66.9%	67.7%	+0.8%	58.5%
TP02	Satisfaction with repairs	67.0%	67.4%	+0.4%	62.0%
TP03	Satisfaction with time taken to complete most recent repair	66.2%	64.7%	-1.5%	60.0%
TP04	Satisfaction that the home is well maintained	64.9%	70.8%	+5.9%	59.0%
TP05	Satisfaction that the home is safe	71.6%	71.7%	+0.1%	66.8%
TP06	Satisfaction that the landlord listens to tenant views and acts upon them	53.2%	55.4%	+2.2%	49.3%
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	74.0%	74.4%	+0.4%	65.5%
TP08	Agreement that the landlord treats tenants fairly and with respect	71.6%	74.8%	+3.2%	67.6%
TP09	Satisfaction with the landlord's approach to handling complaints	38.3%	30.0%	-8.3%	24.8%
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained	73.5%	66.5%	-7.0%	62.6%
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods	69.6%	67.8%	-1.8%	61.2%
TP12	Satisfaction with the landlord's approach to handling of anti-social behaviour	66.8%	63.9%	-2.9%	54.6%