

Tenant Satisfaction Measures

2023 - 2024

By region



Regional - Combined

LCRA (Low Cost Rental Accommodation)

LCRA	Proportion of respondents:	South (849)	West (923)	East & North (723)	Anonymous (23)	Mount Green	Combined
TP01	Overall satisfaction	56.6%	62.9%	63.4%	78.3%	57.0%	60.6%
TP02	Satisfaction with repairs	58.6%	64.9%	65.4%	80.0%	57.7%	62.6%
TP03	Satisfaction with time taken to complete most recent repair	57.9%	66.2%	65.4%	78.6%	54.9%	62.6%
TP04	Satisfaction that the home is well maintained	61.3%	68.1%	69.1%	77.3%	58.2%	65.3%
TP05	Satisfaction that the home is safe	68.9%	77.4%	75.8%	86.4%	71.2%	73.8%
TP06	Satisfaction that the landlord listens to tenant views and acts upon them	49.3%	55.3%	55.1%	90.0%	46.0%	52.8%
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	62.1%	66.5%	65.5%	81.0%	70.3%	65.4%
TP08	Agreement that the landlord treats tenants fairly and with respect	70.9%	78.9%	74.0%	80.0%	69.8%	71.1%
TP09	Satisfaction with the landlord's approach to handling complaints	26.7%	16.7%	36.4%	-	30.2%	27.7%
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained	51.8%	69.7%	77.4%	66.7%	61.6%	55.9%
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods	49.5%	67.7%	59.8%	75.0%	54.9%	50.9%
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour	50.8%	75.0%	62.9%	83.3%	56.0%	52.9%

Regional - Combined

LCHO (Low Cost Home Ownership)

LCHO	Proportion of respondents:	South	West	East & North	Mount Green	Combined
TP01	Overall satisfaction	44.7%	33.9%	48.0%	20.0%	41.1%
TP02	Satisfaction with repairs					
TP03	Satisfaction with time taken to complete most recent repair					
TP04	Satisfaction that the home is well maintained					
TP05	Satisfaction that the home is safe	65.1%	61.6%	76.5%	53.3%	67.7%
TP06	Satisfaction that the landlord listens to tenant views and acts upon them	32.5%	27.8%	35.4%	23.3%	31.3%
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	52.6%	42.2%	54.6%	37.9%	49.2%
TP08	Agreement that the landlord treats tenants fairly and with respect	51.8%	44.8%	57.3%	23.3%	49.9%
TP09	Satisfaction with the landlord's approach to handling complaints	8.3%	14.9%	22.6%	15.4%	15.7%
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained	36.1%	17.9%	38.5%	38.1%	31.9%
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods	33.9%	21.7%	34.3%	20.8%	29.3%
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour	30.0%	23.7%	37.4%	36.8%	30.9%

Regional - East & North

LCRA (Low Cost Rental Accommodation)

LCRA	Proportion of respondents:	East & North (723)
TP01	Overall satisfaction	63.4%
TP02	Satisfaction with repairs	65.4%
TP03	Satisfaction with time taken to complete most recent repair	65.4%
TP04	Satisfaction that the home is well maintained	69.1%
TP05	Satisfaction that the home is safe	75.8%
TP06	Satisfaction that the landlord listens to tenant views and acts upon them	55.1%
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	65.5%
TP08	Agreement that the landlord treats tenants fairly and with respect	74.0%
TP09	Satisfaction with the landlord's approach to handling complaints	36.4%
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained	77.4%
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods	59.8%
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour	62.9%

LCHO (Low Cost Home Ownership)

LCHO	Proportion of respondents:	East & North
TP01	Overall satisfaction	48.0%
TP02	Satisfaction with repairs	
TP03	Satisfaction with time taken to complete most recent repair	
TP04	Satisfaction that the home is well maintained	
TP05	Satisfaction that the home is safe	76.5%
TP06	Satisfaction that the landlord listens to tenant views and acts upon them	35.4%
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	54.6%
TP08	Agreement that the landlord treats tenants fairly and with respect	57.3%
TP09	Satisfaction with the landlord's approach to handling complaints	22.6%
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained	38.5%
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods	34.3%
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour	37.4%

Regional - West

LCRA (Low Cost Rental Accommodation)

LCRA	Proportion of respondents:	West (923)
TP01	Overall satisfaction	62.9%
TP02	Satisfaction with repairs	64.9%
TP03	Satisfaction with time taken to complete most recent repair	66.2%
TP04	Satisfaction that the home is well maintained	68.1%
TP05	Satisfaction that the home is safe	77.4%
TP06	Satisfaction that the landlord listens to tenant views and acts upon them	55.3%
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	66.5%
TP08	Agreement that the landlord treats tenants fairly and with respect	78.9%
TP09	Satisfaction with the landlord's approach to handling complaints	16.7%
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained	69.7%
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods	67.7%
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour	75.0%

LCHO (Low Cost Home Ownership)

LCHO	Proportion of respondents:	West
TP01	Overall satisfaction	33.9%
TP02	Satisfaction with repairs	
TP03	Satisfaction with time taken to complete most recent repair	
TP04	Satisfaction that the home is well maintained	
TP05	Satisfaction that the home is safe	61.6%
TP06	Satisfaction that the landlord listens to tenant views and acts upon them	27.8%
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	42.2%
TP08	Agreement that the landlord treats tenants fairly and with respect	44.8%
TP09	Satisfaction with the landlord's approach to handling complaints	14.9%
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained	17.9%
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods	21.7%
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour	23.7%

Regional - South

LCRA (Low Cost Rental Accommodation)

LCRA	Proportion of respondents:	South (849)
TP01	Overall satisfaction	56.6%
TP02	Satisfaction with repairs	58.6%
TP03	Satisfaction with time taken to complete most recent repair	57.9%
TP04	Satisfaction that the home is well maintained	61.3%
TP05	Satisfaction that the home is safe	68.9%
TP06	Satisfaction that the landlord listens to tenant views and acts upon them	49.3%
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	62.1%
TP08	Agreement that the landlord treats tenants fairly and with respect	70.9%
TP09	Satisfaction with the landlord's approach to handling complaints	26.7%
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained	51.8%
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods	49.5%
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour	50.8%

LCHO (Low Cost Home Ownership)

LCHO	Proportion of respondents:	South
TP01	Overall satisfaction	44.7%
TP02	Satisfaction with repairs	
TP03	Satisfaction with time taken to complete most recent repair	
TP04	Satisfaction that the home is well maintained	
TP05	Satisfaction that the home is safe	65.1%
TP06	Satisfaction that the landlord listens to tenant views and acts upon them	32.5%
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	52.6%
TP08	Agreement that the landlord treats tenants fairly and with respect	51.8%
TP09	Satisfaction with the landlord's approach to handling complaints	8.3%
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained	36.1%
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods	33.9%
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour	30.0%

Regional - Mount Green

LCRA (Low Cost Rental Accommodation)

LCRA	Proportion of respondents:	Mount Green
TP01	Overall satisfaction	57.0%
TP02	Satisfaction with repairs	57.7%
TP03	Satisfaction with time taken to complete most recent repair	54.9%
TP04	Satisfaction that the home is well maintained	58.2%
TP05	Satisfaction that the home is safe	71.2%
TP06	Satisfaction that the landlord listens to tenant views and acts upon them	46.0%
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	70.3%
TP08	Agreement that the landlord treats tenants fairly and with respect	69.8%
TP09	Satisfaction with the landlord's approach to handling complaints	30.2%
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained	61.6%
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods	54.9%
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour	56.0%

LCHO (Low Cost Home Ownership)

LCHO	Proportion of respondents:	Mount Green
TP01	Overall satisfaction	20.0%
TP02	Satisfaction with repairs	
TP03	Satisfaction with time taken to complete most recent repair	
TP04	Satisfaction that the home is well maintained	
TP05	Satisfaction that the home is safe	53.3%
TP06	Satisfaction that the landlord listens to tenant views and acts upon them	23.3%
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	37.9%
TP08	Agreement that the landlord treats tenants fairly and with respect	23.3%
TP09	Satisfaction with the landlord's approach to handling complaints	15.4%
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained	38.1%
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods	20.8%
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour	36.8%

Regional - Anonymous

LCRA (Low Cost Rental Accommodation)

LCRA	Proportion of respondents:	Anonymous (23)
TP01	Overall satisfaction	78.3%
TP02	Satisfaction with repairs	80.0%
TP03	Satisfaction with time taken to complete most recent repair	78.6%
TP04	Satisfaction that the home is well maintained	77.3%
TP05	Satisfaction that the home is safe	86.4%
TP06	Satisfaction that the landlord listens to tenant views and acts upon them	90.0%
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	81.0%
TP08	Agreement that the landlord treats tenants fairly and with respect	80.0%
TP09	Satisfaction with the landlord's approach to handling complaints	-
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained	66.7%
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods	75.0%
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour	83.3%