

## Tenant Satisfaction Measures Annual Survey - 2025

Tenant Satisfaction Measures		Years			
Measure	Description	2025	2024	2023	2022
TPO1	<b>Taking everything into account, satisfaction with Mears Living.</b>				
	Customer excellence (Very satisfied/9-10 scores)	35% ↑	29%	26%	30%
	Customer satisfaction (Very & fairly satisfied/7-10 scores)	63% ↑	56%	58%	48%
TP02	<b>Repair carried out in the last 12 months</b>				
	Yes	72%	67%	67%	n/a
	No	28%	33%	33%	n/a
	<b>Satisfaction with the repairs service received in the last 12 months</b>				
	Customer excellence (Very satisfied/9-10 scores)	42% ↑	41%	34%	42%
	Customer satisfaction (Very & fairly satisfied/7-10 scores)	70% ↑	68%	66%	64%
TP03	<b>Satisfaction with the time taken to complete most recent repair</b>				
	Customer excellence (Very satisfied/9-10 scores)	40% ↓	41%	29%	39%
	Customer satisfaction (Very & fairly satisfied/7-10 scores)	67% ↔	67%	65%	56%
TP04	<b>Satisfaction that homes are well maintained</b>				
	Customer excellence (Very satisfied/9-10 scores)	36% ↑	33%	23%	n/a
	Customer satisfaction (Very & fairly satisfied/7-10 scores)	65% ↑	59%	58%	n/a
TP05	<b>Satisfaction that homes are safe</b>				
	Customer excellence (Very satisfied/9-10 scores)	37% ↑	36%	27%	n/a
	Customer satisfaction (Very & fairly satisfied/7-10 scores)	65% ↑	61% ↑	60%	n/a
TP06	<b>Satisfaction that Mears Living listens and acts on tenants' views</b>				
	Customer excellence (Very satisfied/9-10 scores)	23% ↓	30%	19%	32%
	Customer satisfaction (Very & fairly satisfied/7-10 scores)	55% ↑	54%	49%	50%

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TP07	<b>Satisfaction with being kept informed</b>				
	Customer excellence (Very satisfied/9-10 scores)	32% ↔	32%	21%	33%
	Customer satisfaction (Very & fairly satisfied/7-10 scores)	57% ↔	57%	50%	52%
TP08	<b>Mears Living treats tenants with respect</b>				
	Customer excellence (Very satisfied/9-10 scores)	33% ↑	32%	28%	39%
	Customer satisfaction (Very & fairly satisfied/7-10 scores)	66% ↑	65%	65%	56%
TP09	<b>Complaint made in the last 12 months</b>				
	Yes	33%	60%	42%	n/a
	No	67%	40%	58%	n/a
	<b>Satisfaction with approach to handling complaints</b>				
	Customer excellence (Very satisfied/9-10 scores)	17% ↔	17%	13%	28%
	Customer satisfaction (Very & fairly satisfied/7-10 scores)	38% ↑	33%	32%	46%
TP10	<b>Residing in a building with communal areas that Mears Living is responsible for</b>				
	Yes	52%	49%	53%	n/a
	No	28%	30%	25%	n/a
	Don't Know	20%	21%	22%	n/a
	<b>Satisfaction communal areas are clean and well maintained</b>				
	Customer excellence (Very satisfied/9-10 scores)	40% ↑	26%	20%	34%
	Customer satisfaction (Very & fairly satisfied/7-10 scores)	64% ↑	50%	60%	50%
TP11	<b>Satisfaction that Mears Living makes a positive contribution to neighbourhoods</b>				
	Customer excellence (Very satisfied/9-10 scores)	26% ↔	26%	19%	29%
	Customer satisfaction (Very & fairly satisfied/7-10 scores)	46% ↓	52%	49%	52%
TP12	<b>Satisfaction with Mears Living's approach to ASB</b>				
	Customer excellence (Very satisfied/9-10 scores)	26% ↓	30%	17%	32%
	Customer satisfaction (Very & fairly satisfied/7-10 scores)	43% ↓	53%	40%	51%