

# Tenant Satisfaction Measures

April to July 2025	2025/26 Results	2025/26 Targets
TP01: Overall Satisfaction	70.7%	71%
<b>Keeping properties in good repair</b>		
TP02: Satisfaction with repairs	73.8%	69%
TP03: Satisfaction with time taken to complete most recent repair	67.4%	63%
TP04: Satisfaction that the home is well maintained	73.3%	68%
<b>Maintaining building safety</b>		
TP05: Satisfaction that the home is safe	79.9%	77%
<b>Respectful and helpful engagement</b>		
TP06: Satisfaction that we listen to tenant views and act upon them	60.0%	60%
TP07: Satisfaction that we keep tenants informed about things that matter to them	74.3%	70%
TP08: Agreement that we treat tenants fairly and with respect	74.6%	74%
<b>Effective handling of complaints</b>		
TP09: Satisfaction with our approach to handling complaints	24.5%	30%
<b>Responsible neighbourhood management</b>		
TP10: Satisfaction we keep communal areas clean and well maintained	61.2%	61%
TP11: Satisfaction that we make a positive contribution to neighbourhoods	58.9%	59%
TP12: Satisfaction with our approach to handling ASB	61.2%	55%

Note: The tenant perception measures (TP01-TP12) are based on around 600 surveys, conducted across a random sample of more than 6,000 Rooftop households, from April 2025 until March 2026.