

Tenant Satisfaction Measures

April 2025 to January 2026	2025/26 Results	2025/26 Targets
TP01: Overall Satisfaction	71.5%	71%
Keeping properties in good repair		
TP02: Satisfaction with repairs	72.8%	69%
TP03: Satisfaction with time taken to complete most recent repair	66.6%	63%
TP04: Satisfaction that the home is well maintained	72.4%	68%
Maintaining building safety		
TP05: Satisfaction that the home is safe	78.3%	77%
Respectful and helpful engagement		
TP06: Satisfaction that we listen to tenant views and act upon them	62.3%	60%
TP07: Satisfaction that we keep tenants informed about things that matter to them	70.8%	70%
TP08: Agreement that we treat tenants fairly and with respect	75.1%	74%
Effective handling of complaints		
TP09: Satisfaction with our approach to handling complaints	34.3%	30%
Responsible neighbourhood management		
TP10: Satisfaction we keep communal areas clean and well maintained	62.6%	61%
TP11: Satisfaction that we make a positive contribution to neighbourhoods	61.5%	59%
TP12: Satisfaction with our approach to handling ASB	61.3%	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.