

# Tenant Satisfaction Measures

April 2025 to February 2026	2025/26 Results	2025/26 Targets
TP01: Overall Satisfaction	71.2%	71%
<b>Keeping properties in good repair</b>		
TP02: Satisfaction with repairs	72.2%	69%
TP03: Satisfaction with time taken to complete most recent repair	66.7%	63%
TP04: Satisfaction that the home is well maintained	71.4%	68%
<b>Maintaining building safety</b>		
TP05: Satisfaction that the home is safe	77.1%	77%
<b>Respectful and helpful engagement</b>		
TP06: Satisfaction that we listen to tenant views and act upon them	61.4%	60%
TP07: Satisfaction that we keep tenants informed about things that matter to them	69.8%	70%
TP08: Agreement that we treat tenants fairly and with respect	74.8%	74%
<b>Effective handling of complaints</b>		
TP09: Satisfaction with our approach to handling complaints	34.9%	30%
<b>Responsible neighbourhood management</b>		
TP10: Satisfaction we keep communal areas clean and well maintained	61.1%	61%
TP11: Satisfaction that we make a positive contribution to neighbourhoods	60.1%	59%
TP12: Satisfaction with our approach to handling ASB	60.3%	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.