

# Tenant Satisfaction Measures

<b>April to May 2026</b>	<b>2026/27 Results</b>	<b>2026/27 Targets</b>
TP01: Overall Satisfaction	74.8%	75%
<b>Keeping properties in good repair</b>		
TP02: Satisfaction with repairs	64.9%	74%
TP03: Satisfaction with time taken to complete most recent repair	55.8%	70%
TP04: Satisfaction that the home is well maintained	68.2%	75%
<b>Maintaining building safety</b>		
TP05: Satisfaction that the home is safe	78.3%	80%
<b>Respectful and helpful engagement</b>		
TP06: Satisfaction that we listen to tenant views and act upon them	62.4%	66%
TP07: Satisfaction that we keep tenants informed about things that matter to them	69.9%	75%
TP08: Agreement that we treat tenants fairly and with respect	78.1%	80%
<b>Effective handling of complaints</b>		
TP09: Satisfaction with our approach to handling complaints	58.6%	36%
<b>Responsible neighbourhood management</b>		
TP10: Satisfaction we keep communal areas clean and well maintained	71.4%	66%
TP11: Satisfaction that we make a positive contribution to neighbourhoods	62.6%	65%
TP12: Satisfaction with our approach to handling ASB	59.7%	60%

Note: The tenant perception measures (TP01-TP12) are based on around 600 surveys, conducted across a random sample of more than 6,000 Low Cost Rental Accommodation households, from April 2026 until March 2027.