Tenant Satisfaction Measures

April to September 2026	2026/27 Results	2026/27 Targets
TP01: Overall Satisfaction	74.2%	75%
Keeping properties in good repair		
TP02: Satisfaction with repairs	70.4%	74%
TP03: Satisfaction with time taken to complete most recent repair	63.9%	70%
TP04: Satisfaction that the home is well maintained	67.3%	75%
Maintaining building safety		
TP05: Satisfaction that the home is safe	77.9%	80%
Respectful and helpful engagement		
TP06: Satisfaction that we listen to tenant views and act upon them	61.7%	66%
TP07: Satisfaction that we keep tenants informed about things that matter to them	70.4%	75%
TP08: Agreement that we treat tenants fairly and with respect	74.4%	80%
Effective handling of complaints		
TP09: Satisfaction with our approach to handling complaints	52.1%	36%
Responsible neighbourhood management		
TP10: Satisfaction we keep communal areas clean and well maintained	67.3%	66%
TP11: Satisfaction that we make a positive contribution to neighbourhoods	60.1%	65%
TP12: Satisfaction with our approach to handling ASB	58.7%	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.