

5.1 Tenant Satisfaction Measures – Perception Measures**Key points of note:**

- Current responses mirror the profile of the housing stock with most coming from GN Housing, making the data representative of our stock.
- The largest number of responses are from single tenants.
- There is limited interest in downsizing.
- Responses are equal across the four contact centre areas.
- Nearly two thirds of respondents are female.
- Over 40% of respondents are 65+
- 171 responses as at 07.10.24

TSM Code	TSM Issue	2023/24 Unweighted	2023/24 Reported (weighted)	2024/25 Unweighted (07.10.24)
TP01	Overall satisfaction	87.6%	86.9%	82.4%
TP02	Satisfaction with repairs	89.9%	89.0%	81.0%
TP03	Satisfaction with time taken to complete most recent repair	87.9%	86.6%	84.1%
TP04	Satisfaction that the home is well maintained	86.1%	84.3%	76.5%
TP05	Satisfaction that the home is safe	88.9%	87.0%	79.8%
TP06	Satisfaction that the landlord listens to tenant views and acts upon them	71.5%	69.9%	62.1%
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	76.4%	74.6%	66.7%
TP08	Agreement that the landlord treats tenants fairly and with respect	85.2%	83.8%	76.5%
TP09	Satisfaction with the landlord's approach to handling complaints	52.1%	51.1%	37.8%

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TP10	Satisfaction that the landlord keeps communal areas clean and well maintained	76.4%	74.6%	69.9%
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods	74.4%	72.6%	64.7%
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour	66.4%	64.4%	46.3%