

Tenant Satisfaction Measures - Tenant Perception Survey results 2023/24

TSM	Tenant Satisfaction Measure / Performance indicator	St Leger Homes	Peer group comparison	National comparison
TP01	% respondents who report that they are satisfied with the overall service from their landlord	75.6%	Q1	Q2
TP02	% respondents who had a repair in last 12 months are satisfied with the overall repairs service	79.6%	Q1	Q1
TP03	% respondents who had a repair in the last 12 months are satisfied with time taken to complete most recent	72.6%	Q1	Q2
TP04	% respondents who are satisfied that their home is well maintained	75.9%	Q1	Q2
TP05	% respondents who are satisfied that their home is safe	84.9%	Q1	Q2
TP06	% respondents who are satisfied that their landlord listens to tenants views and acts upon them	71.6%	Q1	Q1
TP07	% respondents who are satisfied that their landlord keeps them informed about things that matter to them	79.3%	Q1	Q1
TP08	% respondents who agree their landlord treats them fairly and with respect	89.8%	Q1	Q1
TP09	% respondents who report making a complaint in last 12 months are satisfied with the approach to complaints handling	29.7%	Q2	Q3
TP10	% respondents who are satisfied that their landlord keeps communal areas clean and well maintained	66.5%	Q1	Q2
TP11	% respondents who are satisfied that their landlord makes a positive contribution to the neighbourhood	76.7%	Q1	Q1
TP12	% respondents who are satisfied with their landlord's approach to handling anti-social behaviour	69.1%	Q1	Q1

'TP' above means Tenant Perception. Surveys were undertaken April to September 2023

'Q1' means we are in the top performing quartile ie. we are in the top 25%, when compared with our peers and other organisations nationally.

'Q4' means we are in the bottom 25% of the housing organisations being compared.