

		Q1 indicates we are in the top performing group of organisations		
How We Compare – Perception Measures		SLHD Satisfaction	Peer Comparison	National Comparison
TP01	Overall satisfaction with services provided	76%	Q1	Q2
TP02	Satisfaction with repairs over the last 12 months	80%	Q1	Q1
TP03	Satisfaction with time taken to complete most recent repair completed in the last 12 months	73%	Q1	Q2
TP04	Satisfaction that the home is well maintained	76%	Q1	Q2
TP05	Satisfaction that the home is safe (condition of the property or building lived in)	85%	Q1	Q2
TP06	Satisfaction that the landlord listens to tenant views and acts upon them	72%	Q1	Q1
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	79%	Q1	Q1
TP08	Agreement that the landlord treats tenants fairly and with respect	90%	Q1	Q1
TP09	Satisfaction with the landlord's approach to handling complaints (complaints made in last 12 months)	30%	Q2	Q3
TP10	Satisfaction that landlord keeps communal areas clean and well maintained (covers areas inside and outside)	67%	Q1	Q2
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods	77%	Q1	Q1
TP12	Satisfaction with the landlord's approach to handling anti-social behaviours	69%	Q1	Q1