

	TSM Perception Survey Questions - "Percentage of tenants satisfied with landlord"	24/25 survey results	23/24 survey results	Difference 24/25 to 23/24	Better ↑ or Worse ↓	23/24 Peer group comparison	23/24 National comparison
TP01	% respondents who report that they are satisfied with the overall service from their landlord	81.0%	75.6%	+5.4%	↑	Q1	Q2
TP02	% respondents who had a repair in last 12 months are satisfied with the overall repairs service	81.5%	79.6%	+1.9%	↑	Q1	Q1
TP03	% respondents who had a repair in the last 12 months are satisfied with time taken to complete most recent	75.6%	72.6%	+3.0%	↑	Q1	Q2
TP04	% respondents who are satisfied that their home is well maintained	82.0%	75.9%	+6.1%	↑	Q1	Q2
TP05	% respondents who are satisfied that their home is safe	86.3%	84.9%	+1.4%	↑	Q1	Q2
TP06	% respondents who are satisfied that their landlord listens to tenants views and acts upon them	75.4%	71.6%	+3.8%	↑	Q1	Q1
TP07	% respondents who are satisfied that their landlord keeps them informed about things that matter to them	81.1%	79.3%	+1.8%	↑	Q1	Q1
TP08	% respondents who agree their landlord treats them fairly and with respect	87.7%	89.8%	-2.1%	↓	Q1	Q1
TP09	% respondents who report making a complaint in last 12 months are satisfied with the approach to complaints handling	37.3%	29.7%	+7.6%	↑	Q2	Q3
TP10	% respondents who are satisfied that their landlord keeps communal areas clean and well maintained	72.1%	66.5%	+5.6%	↑	Q1	Q2
TP11	% respondents who are satisfied that their landlord makes a positive contribution to the neighbourhood	80.9%	76.7%	+4.2%	↑	Q1	Q1
TP12	% respondents who are satisfied with their landlord's approach to handling anti-social behaviour	73.0%	69.1%	+3.9%	↑	Q1	Q1

‘TP’ above means Tenant Perception. Surveys were undertaken between April to September 2023 for 2023/24 and April to September 2024 for 2024/25

‘Q1’ means Quartile 1 and that we are in the top performing quartile ie. we are in the top 25%, when compared with our peers nationally.

‘Q4’ means Quartile 4 and that we are in the bottom 25% of the housing organisations being compared.