

Annex D – Tenants Satisfaction Results

Tenant satisfaction with...	2024-25
Time taken to complete their most recent repair	64.8%
Treats them fairly and with respect	57.6%
Overall repairs service from their landlord	66.8%
Keeps them informed about things that matter them	49.4%
Provides a home that is safe	63.5%
Makes a positive contribution to their neighbourhood	37.9%
A home that is well maintained	56.1%
Keeps communal areas clean and well-maintained	43.6%
Overall service provided by their landlord	59.9%
Approach to handling complaints	22.6%
Landlord listens to their views and acts on them	46.2%
Neighbourhood as a place to live	62.9%
Overall quality of their home	57.1%
Rent provides value for money	63.9%
Landlord's approach to anti-social behaviour	40.9%
Dog fouling/dog mess	42.4%
Disruptive children/teenagers	49.8%
Problems with pets & animals	75.3%
Car parking	32.0%

Noisy neighbours	51.8%
Vandalism or graffiti	74.5%
Rubbish or litter	40.1%
Drunk or rowdy behaviour	51.9%
Racial or other harassment	86.4%
People damaging your property	76.5%
Crime	58.6%