



Our Surveys - Tenants Satisfaction Survey 2018/2019

No of Indicators = 78 | Direction of Travel (DoT) shows the trend of how an indicator is performing against its Polarity over time.
Produced by the Business Intelligence Hub January 2019

ANNEX 1

			Previous Years						
		Collection Frequency	2015/2016	2016/2017	2017/2018	2018/2019	Target	Polarity	DOT
TSS00	Number of responses to the Tenant Satisfaction Survey	Annual	880	644	647	595	-	Neutral	◀▶ Neutral
TSS01	% of tenants satisfied with the way their landlord deals with repairs and maintenance generally	Annual	84.56%	80.56%	78.72%	79.86%	-	Up is Good	◀▶ Neutral
	% of tenants dissatisfied with the way their landlord deals with repairs and maintenance generally	Annual	13.30%	11.79%	15.02%	12.66%	-	Up is Bad	◀▶ Neutral
TSS02	% of tenants satisfied with the overall quality of their home	Annual	87.19%	84.54%	80.97%	81.64%	-	Up is Good	◀▶ Neutral
	% of tenants dissatisfied with the overall quality of their home	Annual	10.68%	11.51%	13.57%	13.19%	-	Up is Bad	◀▶ Neutral
TSS03	% of tenants who have had repairs to their home in the last 12 months	Annual	68.61%	66.28%	64.04%	64.35%	-	Neutral	◀▶ Neutral
TSS04A	% of tenants satisfied with ease of reporting a repair (repairs to home)	Annual	83.84%	90.05%	86.61%	87.32%	-	Up is Good	◀▶ Neutral
	% of tenants dissatisfied with ease of reporting a repair (repairs to home)	Annual	12.57%	6.81%	10.50%	8.37%	-	Up is Bad	◀▶ Neutral
TSS04B	% of tenants satisfied with being told when workers would call (repairs to home)	Annual	84.99%	85.53%	83.24%	86.37%	-	Up is Good	◀▶ Neutral
	% of tenants dissatisfied with being told when workers would call (repairs to home)	Annual	10.49%	7.63%	11.97%	7.06%	-	Up is Bad	▼ Green
TSS04C	% of tenants satisfied with being able to make an appointment (repairs to home)	Annual	83.24%	82.88%	81.38%	83.08%	-	Up is Good	◀▶ Neutral
	% of tenants dissatisfied with being able to make an appointment (repairs to home)	Annual	10.68%	9.51%	11.70%	7.46%	-	Up is Bad	◀▶ Neutral
TSS04D	% of tenants satisfied with time taken before work started (repairs to home)	Annual	77.76%	79.03%	77.89%	78.28%	-	Up is Good	◀▶ Neutral
	% of tenants dissatisfied with time taken before work started (repairs to home)	Annual	14.71%	13.44%	14.47%	13.89%	-	Up is Bad	◀▶ Neutral
TSS04E	% of tenants satisfied with how quickly work was completed (repairs to home)	Annual	85.05%	86.74%	84.55%	84.37%	-	Up is Good	◀▶ Neutral
	% of tenants dissatisfied with how quickly work was completed (repairs to home)	Annual	11.35%	9.02%	10.47%	10.42%	-	Up is Bad	◀▶ Neutral

TSS04F	% of tenants satisfied with the attitude of workers (repairs to home)	Annual	91.62%	93.42%	92.86%	91.46%	-	Up is Good	◀▶ Neutral
	% of tenants dissatisfied with the attitude of workers (repairs to home)	Annual	3.39%	2.63%	3.17%	3.66%	-	Up is Bad	▲ Red
TSS04G	% of tenants satisfied with the overall quality of repairs (repairs to home)	Annual	87.66%	85.56%	85.64%	85.11%	-	Up is Good	◀▶ Neutral
	% of tenants dissatisfied with the overall quality of repairs (repairs to home)	Annual	7.80%	8.66%	9.57%	6.95%	-	Up is Bad	◀▶ Neutral
TSS04H	% of tenants satisfied with keeping dirt and mess to a minimum (repairs to home)	Annual	90.35%	89.68%	87.34%	89.63%	-	Up is Good	◀▶ Neutral
	% of tenants dissatisfied with keeping dirt and mess to a minimum (repairs to home)	Annual	4.74%	4.76%	6.33%	4.69%	-	Up is Bad	◀▶ Neutral
TSS04I	% of tenants satisfied with repairs being done 'right first time' (repairs to home)	Annual	81.52%	82.23%	79.58%	78.80%	-	Up is Good	◀▶ Neutral
	% of tenants dissatisfied with repairs being done 'right first time' (repairs to home)	Annual	13.04%	11.67%	14.32%	13.22%	-	Up is Bad	◀▶ Neutral
TSS04J	% of tenants satisfied operatives did the job they expected (repairs to home)	Annual	87.23%	86.54%	84.96%	86.10%	-	Up is Good	◀▶ Neutral
	% of tenants dissatisfied operatives did the job they expected (repairs to home)	Annual	8.03%	8.18%	9.23%	5.96%	-	Up is Bad	◀▶ Neutral
TSS04K	% of tenants satisfied with the overall service received (repairs to home)	Annual	85.07%	84.03%	85.22%	85.11%	-	Up is Good	◀▶ Neutral
	% of tenants dissatisfied with the overall service received (repairs to home)	Annual	10.07%	8.64%	10.29%	7.44%	-	Up is Bad	◀▶ Neutral
TSS05	% of tenants who said the contractor showed proof of identity (repairs to home)	Annual	61.36%	60.42%	56.57%	61.41%	-	Up is Good	◀▶ Neutral
TSS06	% of tenants satisfied with gas servicing arrangements	Discontinued	91.45%	NC	-	-	-	Up is Good	◀▶ Neutral
	% of tenants dissatisfied with gas servicing arrangements	Discontinued	5.30%	NC	-	-	-	Up is Bad	◀▶ Neutral
TSS07	% of tenants satisfied with their neighbourhood as a place to live	Annual	81.27%	85.14%	81.89%	81.80%	-	Up is Good	◀▶ Neutral
	Housemark Quartile	Annual	4	3	-	-	-		
	% of tenants dissatisfied with their neighbourhood as a place to live	Annual	15.31%	9.35%	11.09%	13.15%	-	Up is Bad	▲ Red
TSS08A	% of tenants who say abandoned or burnt out vehicles are not a problem in their neighbourhood	Annual	93.32%	94.29%	94.87%	93.87%	-	Up is Good	◀▶ Neutral
	% of tenants who say abandoned or burnt out vehicles are a major problem in their neighbourhood	Annual	0.94%	1.02%	0.76%	1.27%	-	Up is Bad	▲ Red
	% of tenants who say abandoned or burnt out vehicles are a minor problem in their neighbourhood	Annual	5.75%	4.69%	4.37%	4.86%	-	Up is Bad	◀▶ Neutral
	% of tenants who say car parking is not a problem in their neighbourhood	Annual	43.98%	41.62%	37.19%	37.01%	-	Up is Good	◀▶ Neutral

TSS08B	% of tenants who say car parking is a major problem in their neighbourhood	Annual	29.53%	30.70%	30.96%	30.12%	-	Up is Bad	◀▶ Neutral
	% of tenants who say car parking is a minor problem in their neighbourhood	Annual	26.49%	27.68%	31.85%	32.87%	-	Up is Bad	▲ Red
TSS08C	% of tenants who say disruptive children/teenagers are not a problem in their neighbourhood	Annual	61.08%	59.58%	57.98%	55.58%	-	Up is Good	▼ Red
	% of tenants who say disruptive children/teenagers are a major problem in their neighbourhood	Annual	10.03%	11.30%	11.56%	10.95%	-	Up is Bad	◀▶ Neutral
	% of tenants who say disruptive children/teenagers are a minor problem in their neighbourhood	Annual	28.89%	29.12%	30.46%	33.47%	-	Up is Bad	▲ Red
TSS08D	% of tenants who say dog fouling/dog mess is not a problem in their neighbourhood	Annual	41.34%	44.04%	41.14%	41.32%	-	Up is Good	◀▶ Neutral
	% of tenants who say dog fouling/dog mess is a major problem in their neighbourhood	Annual	25.79%	22.39%	21.82%	24.55%	-	Up is Bad	◀▶ Neutral
	% of tenants who say dog fouling/dog mess is a minor problem in their neighbourhood	Annual	32.87%	33.58%	37.03%	34.13%	-	Up is Bad	◀▶ Neutral
TSS08E	% of tenants who say drug use or dealing is not a problem in their neighbourhood	Annual	59.79%	60.31%	55.58%	52.45%	-	Up is Good	▼ Red
	% of tenants who say drug use or dealing is a major problem in their neighbourhood	Annual	17.23%	14.12%	15.72%	19.39%	-	Up is Bad	▲ Red
	% of tenants who say drug use or dealing is a minor problem in their neighbourhood	Annual	22.98%	25.57%	28.70%	28.16%	-	Up is Bad	◀▶ Neutral
TSS08F	% of tenants who say drunk or rowdy behaviour is not a problem in their neighbourhood	Annual	60.65%	57.44%	56.50%	53.47%	-	Up is Good	◀▶ Neutral
	% of tenants who say drunk or rowdy behaviour is a major problem in their neighbourhood	Annual	11.76%	12.81%	12.09%	16.73%	-	Up is Bad	◀▶ Neutral
	% of tenants who say drunk or rowdy behaviour is a minor problem in their neighbourhood	Annual	27.58%	29.76%	31.41%	29.80%	-	Up is Bad	◀▶ Neutral
TSS08G	% of tenants who say noise from traffic is not a problem in their neighbourhood	Annual	68.32%	71.18%	66.55%	67.54%	-	Up is Good	◀▶ Neutral
	% of tenants who say noise from traffic is a major problem in their neighbourhood	Annual	8.51%	8.40%	6.73%	9.68%	-	Up is Bad	◀▶ Neutral
	% of tenants who say noise from traffic is a minor problem in their neighbourhood	Annual	23.17%	20.42%	26.73%	22.78%	-	Up is Bad	◀▶ Neutral
TSS08H	% of tenants who say noisy neighbours are not a problem in their neighbourhood	Annual	67.40%	63.56%	63.62%	63.20%	-	Up is Good	◀▶ Neutral
	% of tenants who say noisy neighbours are a major problem in their neighbourhood	Annual	12.03%	13.07%	11.43%	13.85%	-	Up is Bad	◀▶ Neutral
	% of tenants who say noisy neighbours are a minor problem in their neighbourhood	Annual	20.57%	23.37%	24.95%	22.94%	-	Up is Bad	◀▶ Neutral
	% of tenants who say people damaging your property is not a problem in their neighbourhood	Annual	86.28%	86.68%	80.73%	84.14%	-	Up is Good	◀▶ Neutral

TSS08I	% of tenants who say people damaging your property is a major problem in their neighbourhood	Annual	3.30%	3.28%	6.17%	4.19%	-	Up is Bad	◀▶ Neutral
	% of tenants who say people damaging your property is a minor problem in their neighbourhood	Annual	10.42%	10.04%	13.10%	11.67%	-	Up is Bad	◀▶ Neutral
TSS08J	% of tenants who say problems with pets & animals is not a problem in their neighbourhood	Annual	80.24%	76.99%	79.73%	76.75%	-	Up is Good	◀▶ Neutral
	% of tenants who say problems with pets & animals is a major problem in their neighbourhood	Annual	6.41%	7.13%	4.59%	7.02%	-	Up is Bad	◀▶ Neutral
	% of tenants who say problems with pets & animals is a minor problem in their neighbourhood	Annual	13.35%	15.89%	15.68%	16.23%	-	Up is Bad	◀▶ Neutral
TSS08K	% of tenants who say racial or other harassment is not a problem in their neighbourhood	Annual	90.78%	93.36%	91.26%	90.97%	-	Up is Good	◀▶ Neutral
	% of tenants who say racial or other harassment is a major problem in their neighbourhood	Annual	2.27%	2.90%	2.91%	4.19%	-	Up is Bad	◀▶ Neutral
	% of tenants who say racial or other harassment is a minor problem in their neighbourhood	Annual	6.95%	3.73%	5.83%	4.85%	-	Up is Bad	◀▶ Neutral
TSS08L	% of tenants who say rubbish or litter is not a problem in their neighbourhood	Annual	50.64%	50.00%	47.81%	45.36%	-	Up is Good	▼ Red
	% of tenants who say rubbish or litter is a major problem in their neighbourhood	Annual	15.86%	16.34%	12.76%	14.69%	-	Up is Bad	◀▶ Neutral
	% of tenants who say rubbish or litter is a minor problem in their neighbourhood	Annual	33.50%	33.66%	39.43%	39.96%	-	Up is Bad	◀▶ Neutral
TSS08M	% of tenants who say vandalism or graffiti is not a problem in their neighbourhood	Annual	80.75%	83.78%	80.73%	79.65%	-	Up is Good	◀▶ Neutral
	% of tenants who say vandalism or graffiti is a major problem in their neighbourhood	Annual	3.34%	3.12%	3.66%	2.41%	-	Up is Bad	◀▶ Neutral
	% of tenants who say vandalism or graffiti is a minor problem in their neighbourhood	Annual	15.91%	13.10%	15.61%	17.94%	-	Up is Bad	▲ Red
TSS08N	% of tenants who say other crime is not a problem in their neighbourhood	Annual	81.19%	76.14%	74.46%	72.32%	-	Up is Good	▼ Red
	% of tenants who say other crime is a major problem in their neighbourhood	Annual	3.38%	3.69%	4.91%	5.58%	-	Up is Bad	▲ Red
	% of tenants who say other crime is a minor problem in their neighbourhood	Annual	15.43%	20.17%	20.63%	22.10%	-	Up is Bad	▲ Red
TSS08O	% of tenants who say availability of storage space is not a problem in their neighbourhood	Annual	63.82%	70.82%	65.53%	64.77%	-	Up is Good	◀▶ Neutral
	% of tenants who say availability of storage space is a major problem in their neighbourhood	Annual	10.79%	8.85%	10.98%	11.39%	-	Up is Bad	▲ Red

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	% of tenants who say availability of storage space is a minor problem in their neighbourhood	Annual	25.39%	20.32%	23.48%	23.84%	-	Up is Bad	◀▶ Neutral
TSS08P	% of tenants who say conditions of roads/pavements is not a problem in their neighbourhood	Annual	45.63%	41.86%	42.24%	41.56%	-	Up is Good	◀▶ Neutral
	% of tenants who say conditions of roads/pavements is a major problem in their neighbourhood	Annual	20.53%	21.51%	16.26%	24.26%	-	Up is Bad	◀▶ Neutral
	% of tenants who say conditions of roads/pavements is a minor problem in their neighbourhood	Annual	33.84%	36.63%	41.50%	34.18%	-	Up is Bad	◀▶ Neutral
	% of tenants satisfied with the ground maintenance service provided by their landlord	Discontinued	74.34%	NC	-	-	-	Up is Good	◀▶ Neutral
TSS09	% of tenants dissatisfied with the grounds maintenance service provided by their landlord	Discontinued	13.91%	NC	-	-	-	Up is Bad	◀▶ Neutral
	% of tenants satisfied with the estate services provided by their landlord	Discontinued	74.24%	NC	-	-	-	Up is Good	◀▶ Neutral
TSS10	% of tenants dissatisfied with the estate services provided by their landlord	Discontinued	15.15%	NC	-	-	-	Up is Bad	◀▶ Neutral
	% of tenants who live in a block of flats with communal areas and an estate worker/internal cleaner	Discontinued	32.76%	NC	-	-	-	Neutral	◀▶ Neutral
TSS11	% of tenants satisfied with the internal cleaning service provided	Discontinued	77.56%	NC	-	-	-	Up is Good	◀▶ Neutral
	% of tenants dissatisfied with the internal cleaning service provided	Discontinued	16.14%	NC	-	-	-	Up is Bad	◀▶ Neutral
TSS12	% of tenants satisfied with their estate worker	Discontinued	73.00%	NC	-	-	-	Up is Good	◀▶ Neutral
	% of tenants dissatisfied with their estate worker	Discontinued	13.69%	NC	-	-	-	Up is Bad	◀▶ Neutral
TSS13	% of tenants satisfied with the overall appearance of their neighbourhood	Discontinued	82.76%	NC	-	-	-	Up is Good	◀▶ Neutral
	% of tenants dissatisfied with the overall appearance of their neighbourhood	Discontinued	13.33%	NC	-	-	-	Up is Bad	◀▶ Neutral
TSS14	% of tenants satisfied with the overall service provided by their landlord	Annual	88.67%	88.87%	86.79%	83.75%	-	Up is Good	▼ Red
	% of tenants dissatisfied with the overall service provided by their landlord	Annual	6.70%	7.14%	8.33%	10.18%	-	Up is Bad	▲ Red
TSS15	% of tenants who have contacted their landlord in the last 12 months, apart from paying rent	Discontinued	56.94%	NC	-	-	-	Neutral	◀▶ Neutral
TSS16	% of tenants who found staff helpful (last contact with landlord)	Annual	81.00%	85.18%	86.00%	84.15%	-	Up is Good	◀▶ Neutral
	% of tenants who found staff unhelpful (last contact with landlord)	Annual	9.81%	4.94%	5.52%	6.21%	-	Up is Bad	▲ Red

TSS20	% of tenants who say the first staff member they spoke to could deal with their query in full (last contact with landlord)	Annual	51.68%	51.30%	52.57%	51.18%	-	Up is Good	◀▶ Neutral
	% of tenants who say the first staff member they spoke to could deal with their query in part (last contact with landlord)	Annual	27.10%	32.73%	33.00%	30.75%	-	Up is Good	◀▶ Neutral
TSS21	% of tenants satisfied with ability of staff to deal with queries quickly and efficiently (last contact with landlord)	Discontinued	74.79%	NC	-	-	-	Up is Good	◀▶ Neutral
	% of tenants dissatisfied with ability of staff to deal with queries quickly and efficiently (last contact with landlord)	Discontinued	19.75%	NC	-	-	-	Up is Bad	◀▶ Neutral
TSS22	% of tenants satisfied with the final outcome of their query (last contact with landlord)	Discontinued	75.95%	NC	-	-	-	Up is Good	◀▶ Neutral
	% of tenants dissatisfied with the final outcome of their query (last contact with landlord)	Discontinued	18.57%	NC	-	-	-	Up is Bad	◀▶ Neutral
TSS23A	% of tenants satisfied with the way their landlord deals with reporting repairs	Discontinued	86.06%	NC	-	-	-	Up is Good	◀▶ Neutral
	% of tenants dissatisfied with the way their landlord deals with reporting repairs	Discontinued	8.48%	NC	-	-	-	Up is Bad	◀▶ Neutral
TSS23B	% of tenants satisfied with the way their landlord deals with anti-social behaviour	Annual	53.12%	58.12%	60.21%	54.88%	-	Up is Good	◀▶ Neutral
	% of tenants dissatisfied with the way their landlord deals with anti-social behaviour	Annual	10.53%	14.21%	13.32%	14.53%	-	Up is Bad	◀▶ Neutral
TSS23C	% of tenants satisfied with the way their landlord deals with complaints	Annual	61.44%	57.59%	60.32%	54.31%	-	Up is Good	◀▶ Neutral
	% of tenants dissatisfied with the way their landlord deals with complaints	Annual	10.36%	13.15%	12.75%	13.92%	-	Up is Bad	◀▶ Neutral
TSS23D	% of tenants satisfied with the way their landlord deals with enquiries generally	Annual	78.93%	77.60%	77.60%	75.49%	-	Up is Good	◀▶ Neutral
	% of tenants dissatisfied with the way their landlord deals with enquiries generally	Annual	6.79%	7.94%	8.33%	9.22%	-	Up is Bad	▲ Red
TSS23E	% of tenants satisfied with the way their landlord deals with moving or swapping home (transfers and exchanges)	Annual	43.66%	44.47%	41.15%	37.67%	-	Up is Good	▼ Red
	% of tenants dissatisfied with the way their landlord deals with moving or swapping home (transfers and exchanges)	Annual	7.36%	7.87%	10.14%	8.15%	-	Up is Bad	◀▶ Neutral
TSS23F	% of tenants satisfied with the way their landlord deals with rent arrears	Annual	-	52.26%	48.61%	50.44%	-	Up is Good	◀▶ Neutral
	% of tenants dissatisfied with the way their landlord deals with rent arrears	Annual	-	5.97%	4.89%	5.24%	-	Up is Bad	◀▶ Neutral
TSS24	% of tenants aware that their landlord runs drop-in advice sessions in local areas and at West Offices	Discontinued	NC	NC	-	-	-	Up is Good	◀▶ Neutral
TSS25	% of tenants who have attended a drop-in session run by their landlord in their area	Discontinued	NC	NC	-	-	-	Neutral	◀▶ Neutral
TSS28	% of tenants aware that housing services has a formal complaints procedure	Discontinued	NC	NC	-	-	-	Up is Good	◀▶ Neutral

TSS29	% of tenants who have made a complaint to their landlord in the last 12 months	Annual	21.74%	18.47%	16.39%	16.70%	-	Up is Bad	◀▶ Neutral
TSS30A	% of tenants satisfied with how easy it was to make a complaint to their landlord	Annual	72.73%	66.99%	70.97%	56.34%	-	Up is Good	◀▶ Neutral
	% of tenants dissatisfied with how easy it was to make a complaint to their landlord	Annual	21.82%	25.24%	23.66%	23.24%	-	Up is Bad	◀▶ Neutral
TSS30B	% of tenants satisfied with the information and advice provided by housing staff when making a complaint	Annual	57.62%	54.00%	53.26%	50.75%	-	Up is Good	◀▶ Neutral
	% of tenants dissatisfied with the information and advice provided by housing staff when making a complaint	Annual	23.84%	29.00%	28.26%	26.12%	-	Up is Bad	▼ Green
TSS30C	% of tenants satisfied with how well they were kept informed about the progress of their complaint	Annual	39.74%	32.67%	35.56%	33.08%	-	Up is Good	◀▶ Neutral
	% of tenants dissatisfied with how well they were kept informed about the progress of their complaint	Annual	43.71%	52.48%	50.00%	34.59%	-	Up is Bad	▼ Green
TSS30D	% of tenants satisfied with the support they received while their complaint was dealt with	Annual	36.60%	31.31%	37.08%	35.34%	-	Up is Good	◀▶ Neutral
	% of tenants dissatisfied with the support they received while their complaint was dealt with	Annual	41.83%	52.53%	47.19%	34.59%	-	Up is Bad	▼ Green
TSS30E	% of tenants satisfied with the way their complaint to housing services was handled overall	Annual	40.79%	39.22%	41.76%	42.22%	-	Up is Good	◀▶ Neutral
	% of tenants dissatisfied with the way their complaint to housing services was handled overall	Annual	40.13%	49.02%	42.86%	35.56%	-	Up is Bad	▼ Green
TSS30F	% of tenants satisfied with the speed at which their complaint to their landlord was dealt with	Annual	39.22%	33.66%	41.76%	40.00%	-	Up is Good	◀▶ Neutral
	% of tenants dissatisfied with the speed at which their complaint to their landlord was dealt with	Annual	49.02%	52.48%	49.45%	35.56%	-	Up is Bad	▼ Green
TSS30G	% of tenants satisfied with the overall outcome of their complaint to their landlord	Annual	40.40%	36.08%	40.51%	35.94%	-	Up is Good	◀▶ Neutral
	% of tenants dissatisfied with the overall outcome of their complaint to their landlord	Annual	43.05%	55.67%	37.97%	39.84%	-	Up is Bad	◀▶ Neutral
TSS31	% of tenants satisfied that their rent provides value for money	Annual	84.44%	86.50%	84.49%	84.32%	-	Up is Good	◀▶ Neutral
	% of tenants dissatisfied that their rent provides value for money	Annual	7.60%	5.50%	5.54%	7.03%	-	Up is Bad	◀▶ Neutral
TSS32A	% of tenants satisfied with the advice and support received from their landlord about paying rent	Discontinued	81.13%	NC	-	-	-	Up is Good	◀▶ Neutral
	% of tenants dissatisfied with the advice and support received from their landlord about paying rent	Discontinued	3.21%	NC	-	-	-	Up is Bad	◀▶ Neutral

TSS32B	% of tenants satisfied with the advice and support received from their landlord about claiming housing benefit or other welfare benefits	Discontinued	67.84%	NC	-	-	-	Up is Good	◀▶ Neutral
	% of tenants dissatisfied with the advice and support received from their landlord about claiming housing benefit or other welfare benefits	Discontinued	4.78%	NC	-	-	-	Up is Bad	◀▶ Neutral
TSS32C	% of tenants satisfied with the advice and support received from their landlord about getting money and employment advice	Discontinued	43.28%	NC	-	-	-	Up is Good	◀▶ Neutral
	% of tenants dissatisfied with the advice and support received from their landlord about getting money and employment advice	Discontinued	4.19%	NC	-	-	-	Up is Bad	◀▶ Neutral
TSS33	% of tenants satisfied that their landlord treats them fairly and with respect	Annual	84.15%	87.40%	84.93%	83.15%	-	Up is Good	▼ Red
	% of tenants dissatisfied that their landlord treats them fairly and with respect	Annual	7.98%	4.85%	5.83%	5.98%	-	Up is Bad	▲ Red
TSS34	% of tenants satisfied that their landlord gives them an opportunity to make their views known	Discontinued	73.76%	NC	-	-	-	Up is Good	◀▶ Neutral
	% of tenants dissatisfied that their landlord gives them an opportunity to make their views known	Discontinued	9.69%	NC	-	-	-	Up is Bad	◀▶ Neutral
TSS35	% of tenants satisfied that their landlord listens to their views and acts on them	Annual	65.72%	73.55%	73.28%	68.56%	-	Up is Good	◀▶ Neutral
	% of tenants dissatisfied that their landlord listens to their views and acts on them	Annual	13.95%	10.08%	11.48%	11.52%	-	Up is Bad	◀▶ Neutral
TSS36	% of tenants satisfied that their landlord gives them an opportunity to have a say about how their local area is maintained and looked after	Discontinued	65.44%	NC	-	-	-	Up is Good	◀▶ Neutral
	% of tenants dissatisfied that their landlord gives them an opportunity to have a say about how their local area is maintained and looked after	Discontinued	9.94%	NC	-	-	-	Up is Bad	◀▶ Neutral
TSS37	% of tenants who feel their landlord is good at keeping them informed about things that might affect them as a resident	Annual	77.18%	77.16%	76.50%	72.23%	-	Up is Good	◀▶ Neutral
	% of tenants who feel their landlord is bad at keeping them informed about things that might affect them as a resident	Annual	7.88%	7.67%	8.27%	9.98%	-	Up is Bad	▲ Red
TSS39	% of tenants aware that their landlord has a published set of service standards	Discontinued	33.70%	NC	-	-	-	Up is Good	◀▶ Neutral
TSS40	% of tenants satisfied that their property meets current and potential future needs	Discontinued	85.06%	NC	-	-	-	Up is Good	◀▶ Neutral
	% of tenants dissatisfied that their property meets current and potential future needs	Discontinued	12.41%	NC	-	-	-	Up is Bad	◀▶ Neutral
	% of tenants who access the internet for online shopping	Discontinued	32.84%	NC	-	-	-	Neutral	◀▶ Neutral

TSS41	% of tenants who access the internet for council services	Discontinued	20.34%	NC	-	-	-	Neutral	◀▶ Neutral
	% of tenants who access the internet for job searches/applications	Discontinued	15.23%	NC	-	-	-	Neutral	◀▶ Neutral
	% of tenants who access the internet for price comparison sites	Discontinued	16.25%	NC	-	-	-	Neutral	◀▶ Neutral
	% of tenants who access the internet for social media/email	Discontinued	33.30%	NC	-	-	-	Neutral	◀▶ Neutral
	% of tenants who access the internet for news/sport/films/TV	Discontinued	23.86%	NC	-	-	-	Neutral	◀▶ Neutral
TSS42	% of tenants who would be interested in participating in skill session in using the internet	Discontinued	13.82%	NC	-	-	-	Neutral	◀▶ Neutral
TSS43	% of tenants satisfied that the service charge provides value for money	Discontinued	71.23%	NC	-	-	-	Up is Good	◀▶ Neutral
	% of tenants dissatisfied that the service charge provides value for money	Discontinued	9.63%	NC	-	-	-	Up is Bad	◀▶ Neutral
TSS44	% of tenants satisfied with the internal and/or external cleaning service provided	Annual	-	59.22%	61.25%	57.70%	-	Up is Good	◀▶ Neutral
	% of tenants dissatisfied with the internal and/or external cleaning service provided	Annual	-	12.59%	13.30%	14.29%	-	Up is Bad	▲ Red