



Our Surveys - Tenants Satisfaction Survey 2017/2018

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 Strategic Business Intelligence Hub December 2017

		Previous Years								
		Collection Frequency	2014/2015	2015/2016	2016/2017	2017/2018	Target	Polarity	DOT	
TSS00	Number of responses to the Tenant Satisfaction Survey	Annual	798	880	644	647	-	Neutral	◀▶ Neutral	
TSS01	% of tenants satisfied with the way their landlord deals with repairs and maintenance generally	Annual	81.27%	84.56%	80.56%	78.72%	-	Up is Good	▼ Red	
	% of tenants dissatisfied with the way their landlord deals with repairs and maintenance generally	Annual	14.43%	13.30%	11.79%	15.02%	-	Up is Bad	◀▶ Neutral	
TSS02	% of tenants satisfied with the overall quality of their home	Annual	82.38%	87.19%	84.54%	80.97%	-	Up is Good	▼ Red	
	% of tenants dissatisfied with the overall quality of their home	Annual	15.14%	10.68%	11.51%	13.57%	-	Up is Bad	▲ Red	
TSS03	% of tenants who have had repairs to their home in the last 12 months	Annual	68.38%	68.61%	66.28%	64.04%	-	Neutral	◀▶ Neutral	
TSS04A	% of tenants satisfied with ease of reporting a repair (repairs to home)	Annual	85.20%	83.84%	90.05%	86.61%	-	Up is Good	◀▶ Neutral	
	% of tenants dissatisfied with ease of reporting a repair (repairs to home)	Annual	11.60%	12.57%	6.81%	10.50%	-	Up is Bad	◀▶ Neutral	
TSS04B	% of tenants satisfied with being told when workers would call (repairs to home)	Annual	84.81%	84.99%	85.53%	83.24%	-	Up is Good	◀▶ Neutral	
	% of tenants dissatisfied with being told when workers would call (repairs to home)	Annual	9.27%	10.49%	7.63%	11.97%	-	Up is Bad	◀▶ Neutral	
TSS04C	% of tenants satisfied with being able to make an appointment (repairs to home)	Annual	81.15%	83.24%	82.88%	81.38%	-	Up is Good	◀▶ Neutral	
	% of tenants dissatisfied with being able to make an appointment (repairs to home)	Annual	10.04%	10.68%	9.51%	11.70%	-	Up is Bad	◀▶ Neutral	
TSS04D	% of tenants satisfied with time taken before work started (repairs to home)	Annual	78.03%	77.76%	79.03%	77.89%	-	Up is Good	◀▶ Neutral	
	% of tenants dissatisfied with time taken before work started (repairs to home)	Annual	14.17%	14.71%	13.44%	14.47%	-	Up is Bad	◀▶ Neutral	
TSS04E	% of tenants satisfied with how quickly work was completed (repairs to home)	Annual	84.48%	85.05%	86.74%	84.55%	-	Up is Good	◀▶ Neutral	
	% of tenants dissatisfied with how quickly work was completed (repairs to home)	Annual	11.49%	11.35%	9.02%	10.47%	-	Up is Bad	◀▶ Neutral	
TSS04F	% of tenants satisfied with the attitude of workers (repairs to home)	Annual	92.86%	91.62%	93.42%	92.86%	-	Up is Good	◀▶ Neutral	
	% of tenants dissatisfied with the attitude of workers (repairs to home)	Annual	3.97%	3.39%	2.63%	3.17%	-	Up is Bad	◀▶ Neutral	
TSS04G	% of tenants satisfied with the overall quality of repairs (repairs to home)	Annual	85.74%	87.66%	85.56%	85.64%	-	Up is Good	◀▶ Neutral	
	% of tenants dissatisfied with the overall quality of repairs (repairs to home)	Annual	8.84%	7.80%	8.66%	9.57%	-	Up is Bad	▲ Red	
TSS04H	% of tenants satisfied with keeping dirt and mess to a minimum (repairs to home)	Annual	90.36%	90.35%	89.68%	87.34%	-	Up is Good	◀▶ Neutral	
	% of tenants dissatisfied with keeping dirt and mess to a minimum (repairs to home)	Annual	5.42%	4.74%	4.76%	6.33%	-	Up is Bad	◀▶ Neutral	
TSS04I	% of tenants satisfied with repairs being done 'right first time' (repairs to home)	Annual	78.96%	81.52%	82.23%	79.58%	-	Up is Good	◀▶ Neutral	
	% of tenants dissatisfied with repairs being done 'right first time' (repairs to home)	Annual	14.83%	13.04%	11.67%	14.32%	-	Up is Bad	◀▶ Neutral	
TSS04J	% of tenants satisfied operatives did the job they expected (repairs to home)	Annual	84.96%	87.23%	86.54%	84.96%	-	Up is Good	◀▶ Neutral	
	% of tenants dissatisfied operatives did the job they expected (repairs to home)	Annual	8.94%	8.03%	8.18%	9.23%	-	Up is Bad	◀▶ Neutral	
TSS04K	% of tenants satisfied with the overall service received (repairs to home)	Annual	83.23%	85.07%	84.03%	85.22%	-	Up is Good	◀▶ Neutral	
	% of tenants dissatisfied with the overall service received (repairs to home)	Annual	9.18%	10.07%	8.64%	10.29%	-	Up is Bad	◀▶ Neutral	
TSS05	% of tenants who said the contractor showed proof of identity (repairs to home)	Annual	61.06%	61.36%	60.42%	56.57%	-	Up is Good	◀▶ Neutral	
TSS06	% of tenants satisfied with gas servicing arrangements	Discontinued	88.15%	91.45%	NC	-	-	Up is Good	◀▶ Neutral	
	% of tenants dissatisfied with gas servicing arrangements	Discontinued	8.39%	5.30%	NC	-	-	Up is Bad	◀▶ Neutral	
TSS07	% of tenants satisfied with their neighbourhood as a place to live	Annual	82.37%	81.27%	85.14%	81.89%	-	Up is Good	◀▶ Neutral	
	Housemark Quartile	Annual	4	4	-	-	-			

	% of tenants dissatisfied with their neighbourhood as a place to live	Annual	14.47%	15.31%	9.35%	11.09%	-	Up is Bad	◀▶ Neutral
TSS08A	% of tenants who say abandoned or burnt out vehicles are not a problem in their neighbourhood	Annual	94.54%	93.32%	94.29%	94.87%	-	Up is Good	◀▶ Neutral
	% of tenants who say abandoned or burnt out vehicles are a major problem in their neighbourhood	Annual	0.99%	0.94%	1.02%	0.76%	-	Up is Bad	◀▶ Neutral
TSS08B	% of tenants who say abandoned or burnt out vehicles are a minor problem in their neighbourhood	Annual	4.47%	5.75%	4.69%	4.37%	-	Up is Bad	▼ Green
	% of tenants who say car parking is not a problem in their neighbourhood	Annual	32.89%	43.98%	41.62%	37.19%	-	Up is Good	▼ Red
	% of tenants who say car parking is a major problem in their neighbourhood	Annual	33.78%	29.53%	30.70%	30.96%	-	Up is Bad	◀▶ Neutral
TSS08C	% of tenants who say car parking is a minor problem in their neighbourhood	Annual	33.33%	26.49%	27.68%	31.85%	-	Up is Bad	▲ Red
	% of tenants who say disruptive children/teenagers are not a problem in their neighbourhood	Annual	60.03%	61.08%	59.58%	57.98%	-	Up is Good	▼ Red
	% of tenants who say disruptive children/teenagers are a major problem in their neighbourhood	Annual	7.64%	10.03%	11.30%	11.56%	-	Up is Bad	▲ Red
TSS08D	% of tenants who say disruptive children/teenagers are a minor problem in their neighbourhood	Annual	32.32%	28.89%	29.12%	30.46%	-	Up is Bad	◀▶ Neutral
	% of tenants who say dog fouling/dog mess is not a problem in their neighbourhood	Annual	35.08%	41.34%	44.04%	41.14%	-	Up is Good	◀▶ Neutral
	% of tenants who say dog fouling/dog mess is a major problem in their neighbourhood	Annual	32.46%	25.79%	22.39%	21.82%	-	Up is Bad	▼ Green
TSS08E	% of tenants who say dog fouling/dog mess is a minor problem in their neighbourhood	Annual	32.46%	32.87%	33.58%	37.03%	-	Up is Bad	▲ Red
	% of tenants who say drug use or dealing is not a problem in their neighbourhood	Annual	56.78%	59.79%	60.31%	55.58%	-	Up is Good	◀▶ Neutral
	% of tenants who say drug use or dealing is a major problem in their neighbourhood	Annual	17.35%	17.23%	14.12%	15.72%	-	Up is Bad	◀▶ Neutral
TSS08F	% of tenants who say drug use or dealing is a minor problem in their neighbourhood	Annual	25.87%	22.98%	25.57%	28.70%	-	Up is Bad	▲ Red
	% of tenants who say drunk or rowdy behaviour is not a problem in their neighbourhood	Annual	57.58%	60.65%	57.44%	56.50%	-	Up is Good	◀▶ Neutral
	% of tenants who say drunk or rowdy behaviour is a major problem in their neighbourhood	Annual	13.40%	11.76%	12.81%	12.09%	-	Up is Bad	◀▶ Neutral
TSS08G	% of tenants who say drunk or rowdy behaviour is a minor problem in their neighbourhood	Annual	29.03%	27.58%	29.76%	31.41%	-	Up is Bad	▲ Red
	% of tenants who say noise from traffic is not a problem in their neighbourhood	Annual	65.40%	68.32%	71.18%	66.55%	-	Up is Good	◀▶ Neutral
	% of tenants who say noise from traffic is a major problem in their neighbourhood	Annual	7.90%	8.51%	8.40%	6.73%	-	Up is Bad	◀▶ Neutral
TSS08H	% of tenants who say noise from traffic is a minor problem in their neighbourhood	Annual	26.70%	23.17%	20.42%	26.73%	-	Up is Bad	◀▶ Neutral
	% of tenants who say noisy neighbours are not a problem in their neighbourhood	Annual	66.62%	67.40%	63.56%	63.62%	-	Up is Good	◀▶ Neutral
	% of tenants who say noisy neighbours are a major problem in their neighbourhood	Annual	13.76%	12.03%	13.07%	11.43%	-	Up is Bad	◀▶ Neutral
TSS08I	% of tenants who say noisy neighbours are a minor problem in their neighbourhood	Annual	19.63%	20.57%	23.37%	24.95%	-	Up is Bad	▲ Red
	% of tenants who say people damaging your property is not a problem in their neighbourhood	Annual	85.60%	86.28%	86.68%	80.73%	-	Up is Good	◀▶ Neutral
	% of tenants who say people damaging your property is a major problem in their neighbourhood	Annual	4.75%	3.30%	3.28%	6.17%	-	Up is Bad	▲ Red
TSS08J	% of tenants who say people damaging your property is a minor problem in their neighbourhood	Annual	9.65%	10.42%	10.04%	13.10%	-	Up is Bad	◀▶ Neutral
	% of tenants who say problems with pets & animals is not a problem in their neighbourhood	Annual	77.81%	80.24%	76.99%	79.73%	-	Up is Good	◀▶ Neutral
	% of tenants who say problems with pets & animals is a major problem in their neighbourhood	Annual	6.88%	6.41%	7.13%	4.59%	-	Up is Bad	◀▶ Neutral
TSS08K	% of tenants who say problems with pets & animals is a minor problem in their neighbourhood	Annual	15.31%	13.35%	15.89%	15.68%	-	Up is Bad	◀▶ Neutral
	% of tenants who say racial or other harassment is not a problem in their neighbourhood	Annual	91.33%	90.78%	93.36%	91.26%	-	Up is Good	◀▶ Neutral
	% of tenants who say racial or other harassment is a major problem in their neighbourhood	Annual	3.21%	2.27%	2.90%	2.91%	-	Up is Bad	◀▶ Neutral

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	TSS08L	% of tenants who say rubbish or litter is not a problem in their neighbourhood	Annual	39.88%	50.64%	50.00%	47.81%	-	Up is Good	◄► Neutral
		% of tenants who say rubbish or litter is a major problem in their neighbourhood	Annual	19.64%	15.86%	16.34%	12.76%	-	Up is Bad	◄► Neutral
		% of tenants who say rubbish or litter is a minor problem in their neighbourhood	Annual	40.48%	33.50%	33.66%	39.43%	-	Up is Bad	◄► Neutral
	TSS08M	% of tenants who say vandalism or graffiti is not a problem in their neighbourhood	Annual	81.86%	80.75%	83.78%	80.73%	-	Up is Good	◄► Neutral
		% of tenants who say vandalism or graffiti is a major problem in their neighbourhood	Annual	3.05%	3.34%	3.12%	3.66%	-	Up is Bad	◄► Neutral
		% of tenants who say vandalism or graffiti is a minor problem in their neighbourhood	Annual	15.09%	15.91%	13.10%	15.61%	-	Up is Bad	◄► Neutral
	TSS08N	% of tenants who say other crime is not a problem in their neighbourhood	Annual	80.99%	81.19%	76.14%	74.46%	-	Up is Good	▼ Red
		% of tenants who say other crime is a major problem in their neighbourhood	Annual	3.14%	3.38%	3.69%	4.91%	-	Up is Bad	▲ Red
		% of tenants who say other crime is a minor problem in their neighbourhood	Annual	15.87%	15.43%	20.17%	20.63%	-	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%	-	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%	-	Up is Bad	◄► Neutral
		% of tenants who say availability of storage space is a minor problem in their neighbourhood	Annual	-	25.39%	20.32%	23.48%	-	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%	-	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%	-	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%	-	Up is Bad	▲ Red
	TSS09	% of tenants satisfied with the ground maintenance service provided by their landlord	Discontinued	74.01%	74.34%	NC	-	-	Up is Good	◄► Neutral
		% of tenants dissatisfied with the grounds maintenance service provided by their landlord	Discontinued	14.06%	13.91%	NC	-	-	Up is Bad	◄► Neutral
	TSS10	% of tenants satisfied with the estate services provided by their landlord	Discontinued	73.54%	74.24%	NC	-	-	Up is Good	◄► Neutral
		% of tenants dissatisfied with the estate services provided by their landlord	Discontinued	15.21%	15.15%	NC	-	-	Up is Bad	◄► Neutral
	TSS11	% of tenants who live in a block of flats with communal areas and an estate worker/internal cleaner	Discontinued	29.65%	32.76%	NC	-	-	Neutral	◄► Neutral
	TSS12	% of tenants satisfied with the internal cleaning service provided	Discontinued	74.09%	77.56%	NC	-	-	Up is Good	◄► Neutral
		% of tenants dissatisfied with the internal cleaning service provided	Discontinued	20.45%	16.14%	NC	-	-	Up is Bad	◄► Neutral
	TSS13	% of tenants satisfied with their estate worker	Discontinued	73.83%	73.00%	NC	-	-	Up is Good	◄► Neutral
		% of tenants dissatisfied with their estate worker	Discontinued	13.08%	13.69%	NC	-	-	Up is Bad	◄► Neutral
	TSS14	% of tenants satisfied with the overall appearance of their neighbourhood	Discontinued	83.76%	82.76%	NC	-	-	Up is Good	◄► Neutral
		% of tenants dissatisfied with the overall appearance of their neighbourhood	Discontinued	13.02%	13.33%	NC	-	-	Up is Bad	◄► Neutral
	TSS15	% of tenants satisfied with the overall service provided by their landlord	Annual	85.75%	88.67%	88.87%	86.79%	-	Up is Good	◄► Neutral
		% of tenants dissatisfied with the overall service provided by their landlord	Annual	10.18%	6.70%	7.14%	8.33%	-	Up is Bad	▲ Red
	TSS16	% of tenants who have contacted their landlord in the last 12 months, apart from paying rent	Discontinued	57.67%	56.94%	NC	-	-	Neutral	◄► Neutral
	TSS19	% of tenants who found staff helpful (last contact with landlord)	Annual	79.00%	81.00%	85.18%	86.00%	-	Up is Good	◄► Neutral
% of tenants who found staff unhelpful (last contact with landlord)		Annual	8.68%	9.81%	4.94%	5.52%	-	Up is Bad	◄► Neutral	
TSS20	% of tenants who say the first staff member they spoke to could deal with their query in full (last contact with landlord)	Annual	49.89%	51.68%	51.30%	52.57%	-	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	37.58%	27.10%	32.73%	33.00%	-	Up is Good	◄► Neutral	
TSS21	% of tenants satisfied with ability of staff to deal with queries quickly and efficiently (last contact with landlord)	Discontinued	76.68%	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	17.49%	19.75%	NC	-	-	Up is Bad	◀▶ Neutral
TSS22	% of tenants satisfied with the final outcome of their query (last contact with landlord)	Discontinued	73.38%	75.95%	NC	-	-	Up is Good	◀▶ Neutral
	% of tenants dissatisfied with the final outcome of their query (last contact with landlord)	Discontinued	18.06%	18.57%	NC	-	-	Up is Bad	◀▶ Neutral
TSS23A	% of tenants satisfied with the way their landlord deals with reporting repairs	Discontinued	84.82%	86.06%	NC	-	-	Up is Good	◀▶ Neutral
	% of tenants dissatisfied with the way their landlord deals with reporting repairs	Discontinued	7.99%	8.48%	NC	-	-	Up is Bad	◀▶ Neutral
TSS23B	% of tenants satisfied with the way their landlord deals with anti-social behaviour	Annual	51.38%	53.12%	58.12%	60.21%	-	Up is Good	▲ Green
	% of tenants dissatisfied with the way their landlord deals with anti-social behaviour	Annual	12.11%	10.53%	14.21%	13.32%	-	Up is Bad	◀▶ Neutral
TSS23C	% of tenants satisfied with the way their landlord deals with complaints	Annual	56.45%	61.44%	57.59%	60.32%	-	Up is Good	◀▶ Neutral
	% of tenants dissatisfied with the way their landlord deals with complaints	Annual	10.39%	10.36%	13.15%	12.75%	-	Up is Bad	◀▶ Neutral
TSS23D	% of tenants satisfied with the way their landlord deals with enquiries generally	Annual	80.89%	78.93%	77.60%	77.60%	-	Up is Good	◀▶ Neutral
	% of tenants dissatisfied with the way their landlord deals with enquiries generally	Annual	5.10%	6.79%	7.94%	8.33%	-	Up is Bad	▲ Red
TSS23E	% of tenants satisfied with the way their landlord deals with moving or swapping home (transfers and exchanges)	Annual	35.55%	43.66%	44.47%	41.15%	-	Up is Good	◀▶ Neutral
	% of tenants dissatisfied with the way their landlord deals with moving or swapping home (transfers and exchanges)	Annual	8.75%	7.36%	7.87%	10.14%	-	Up is Bad	▲ Red
TSS23F	% of tenants satisfied with the way their landlord deals with rent arrears	Annual	-	-	52.26%	48.61%	-	Up is Good	◀▶ Neutral
	% of tenants dissatisfied with the way their landlord deals with rent arrears	Annual	-	-	5.97%	4.89%	-	Up is Bad	◀▶ Neutral
TSS24	% of tenants aware that their landlord runs drop-in advice sessions in local areas and at West Offices	Discontinued	55.50%	NC	NC	-	-	Up is Good	◀▶ Neutral
TSS25	% of tenants who have attended a drop-in session run by their landlord in their area	Discontinued	13.44%	NC	NC	-	-	Neutral	◀▶ Neutral
TSS28	% of tenants aware that housing services has a formal complaints procedure	Discontinued	60.31%	NC	NC	-	-	Up is Good	◀▶ Neutral
TSS29	% of tenants who have made a complaint to their landlord in the last 12 months	Annual	14.92%	21.74%	18.47%	16.39%	-	Up is Bad	▼ Green
TSS30A	% of tenants satisfied with how easy it was to make a complaint to their landlord	Annual	78.50%	72.73%	66.99%	70.97%	-	Up is Good	◀▶ Neutral
	% of tenants dissatisfied with how easy it was to make a complaint to their landlord	Annual	14.02%	21.82%	25.24%	23.66%	-	Up is Bad	◀▶ Neutral
TSS30B	% of tenants satisfied with the information and advice provided by housing staff when making a complaint	Annual	64.36%	57.62%	54.00%	53.26%	-	Up is Good	◀▶ Neutral
	% of tenants dissatisfied with the information and advice provided by housing staff when making a complaint	Annual	22.77%	23.84%	29.00%	28.26%	-	Up is Bad	◀▶ Neutral
TSS30C	% of tenants satisfied with how well they were kept informed about the progress of their complaint	Annual	41.12%	39.74%	32.67%	35.56%	-	Up is Good	◀▶ Neutral
	% of tenants dissatisfied with how well they were kept informed about the progress of their complaint	Annual	41.12%	43.71%	52.48%	50.00%	-	Up is Bad	◀▶ Neutral
TSS30D	% of tenants satisfied with the support they received while their complaint was dealt with	Annual	37.14%	36.60%	31.31%	37.08%	-	Up is Good	◀▶ Neutral
	% of tenants dissatisfied with the support they received while their complaint was dealt with	Annual	44.76%	41.83%	52.53%	47.19%	-	Up is Bad	◀▶ Neutral
TSS30E	% of tenants satisfied with the way their complaint to housing services was handled overall	Annual	40.57%	40.79%	39.22%	41.76%	-	Up is Good	◀▶ Neutral
	% of tenants dissatisfied with the way their complaint to housing services was handled overall	Annual	43.40%	40.13%	49.02%	42.86%	-	Up is Bad	◀▶ Neutral
TSS30F	% of tenants satisfied with the speed at which their complaint to their landlord was dealt with	Annual	36.45%	39.22%	33.66%	41.76%	-	Up is Good	◀▶ Neutral
	% of tenants dissatisfied with the speed at which their complaint to their landlord was dealt with	Annual	47.66%	49.02%	52.48%	49.45%	-	Up is Bad	◀▶ Neutral
TSS30G	% of tenants satisfied with the overall outcome of their complaint to their landlord	Annual	40.37%	40.40%	36.08%	40.51%	-	Up is Good	◀▶ Neutral
	% of tenants dissatisfied with the overall outcome of their complaint to their landlord	Annual	44.95%	43.05%	55.67%	37.97%	-	Up is Bad	◀▶ Neutral
TSS31	% of tenants satisfied that their rent provides value for money	Annual	82.25%	84.44%	86.50%	84.49%	-	Up is Good	◀▶ Neutral

	% of tenants dissatisfied that their rent provides value for money	Annual	11.23%	7.60%	5.50%	5.54%	-	Up is Bad	◀▶ Neutral
TSS32A	% of tenants satisfied with the advice and support received from their landlord about paying rent	Discontinued	80.06%	81.13%	NC	-	-	Up is Good	◀▶ Neutral
	% of tenants dissatisfied with the advice and support received from their landlord about paying rent	Discontinued	2.77%	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	67.03%	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	6.50%	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	41.33%	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	7.05%	4.19%	NC	-	-	Up is Bad	◀▶ Neutral
TSS33	% of tenants satisfied that their landlord treats them fairly and with respect	Annual	83.68%	84.15%	87.40%	84.93%	-	Up is Good	◀▶ Neutral
	% of tenants dissatisfied that their landlord treats them fairly and with respect	Annual	9.53%	7.98%	4.85%	5.83%	-	Up is Bad	◀▶ Neutral
TSS34	% of tenants satisfied that their landlord gives them an opportunity to make their views known	Discontinued	68.82%	73.76%	NC	-	-	Up is Good	◀▶ Neutral
	% of tenants dissatisfied that their landlord gives them an opportunity to make their views known	Discontinued	11.05%	9.69%	NC	-	-	Up is Bad	◀▶ Neutral
TSS35	% of tenants satisfied that their landlord listens to their views and acts on them	Annual	61.26%	65.72%	73.55%	73.28%	-	Up is Good	◀▶ Neutral
	% of tenants dissatisfied that their landlord listens to their views and acts on them	Annual	16.47%	13.95%	10.08%	11.48%	-	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	64.91%	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	11.87%	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	75.10%	77.18%	77.16%	76.50%	-	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	10.35%	7.88%	7.67%	8.27%	-	Up is Bad	◀▶ Neutral
TSS39	% of tenants aware that their landlord has a published set of service standards	Discontinued	28.92%	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
TSS41	% of tenants who access the internet for online shopping	Discontinued	-	32.84%	NC	-	-	Neutral	◀▶ Neutral
	% 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%	-	Up is Good	◀▶ Neutral
	% of tenants dissatisfied with the internal and/or external cleaning service provided	Annual	-	-	12.59%	13.30%	-	Up is Bad	◀▶ Neutral