Satisfaction with repairs
74.46%
TARGET 75%

Satisfaction that the home is well maintained
70.95%
TARGET 70%

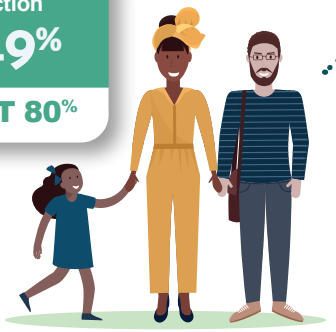
Satisfaction with time taken to complete most recent repair
64.64%
TARGET 70%

Satisfaction that the landlord keeps communal areas clean and well maintained
52.39%
TARGET 60%

Overall Customer satisfaction
71.49%
TARGET 80%

Satisfaction that the home is safe
74.26%
TARGET 80%

Satisfaction that the landlord listens to tenant views and acts upon them
61.62%
TARGET 65%



Satisfaction that the landlord keeps tenants informed about things that matter to them
67.63%
TARGET 70%

Satisfaction with the landlord's approach to handling complaints
33.91%
TARGET 45%

Satisfaction that the landlord makes a positive contribution to neighbourhoods
55.06%
TARGET 60%

Agreement that the landlord treats tenants fairly and with respect
76.06%
TARGET 80%

Satisfaction with the landlord's approach to handling anti-social behaviour
54.42%
TARGET 60%