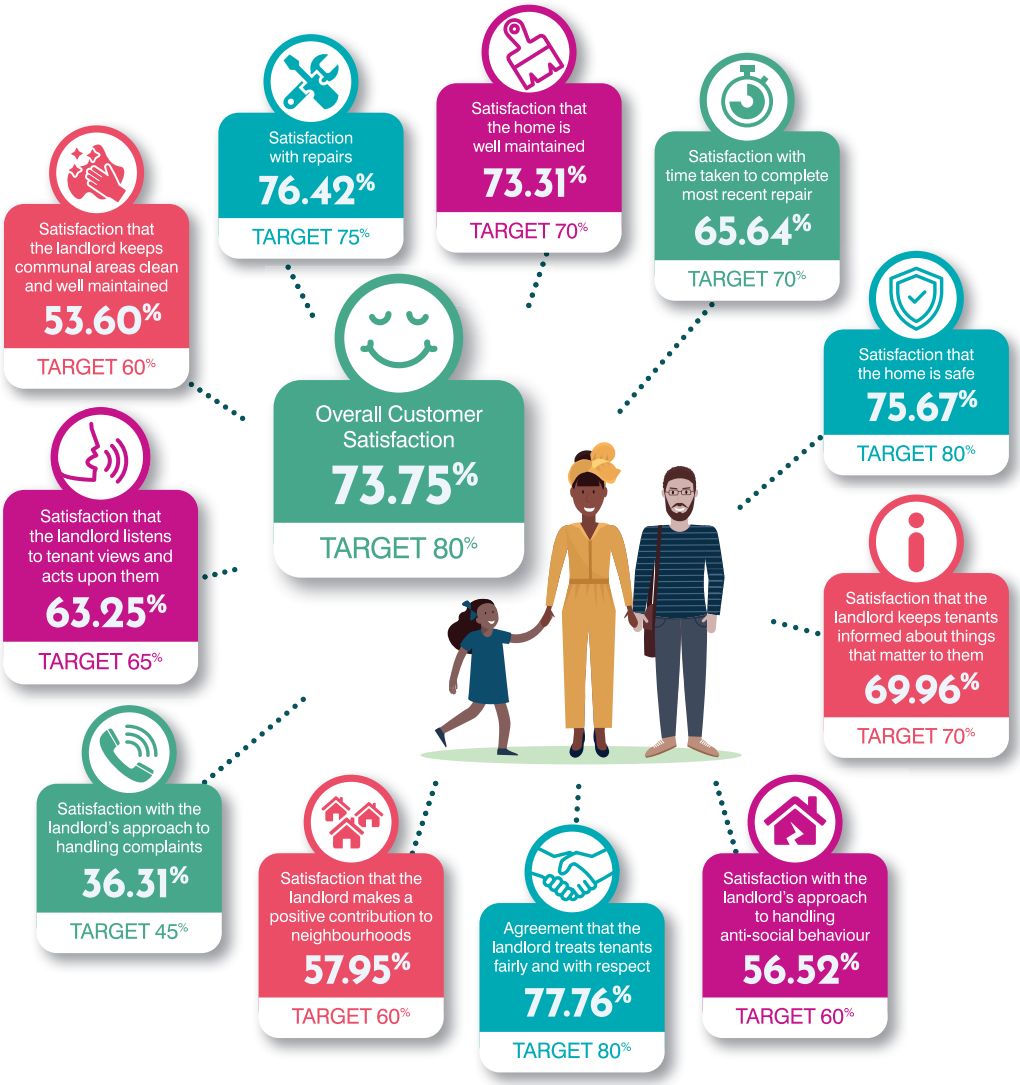
Satisfaction with repairs
76.42%
TARGET 75%
Satisfaction that the home is well maintained
73.31%
TARGET 70%
Satisfaction with time taken to complete most recent repair
65.64%
TARGET 70%
Satisfaction that the landlord keeps communal areas clean and well maintained
53.60%
TARGET 60%
Overall Customer Satisfaction
73.75%
TARGET 80%
Satisfaction that the home is safe
75.67%
TARGET 80%
Satisfaction that the landlord listens to tenant views and acts upon them
63.25%
TARGET 65%
Satisfaction that the landlord keeps tenants informed about things that matter to them
69.96%
TARGET 70%
Satisfaction with the landlord's approach to handling complaints
36.31%
TARGET 45%
Satisfaction that the landlord makes a positive contribution to neighbourhoods
57.95%
TARGET 60%
Agreement that the landlord treats tenants fairly and with respect
77.76%
TARGET 80%
Satisfaction with the landlord's approach to handling anti-social behaviour
56.52%
TARGET 60%