

Tenant Satisfaction Measures

2023 - 2024

By region



Regional - Combined

LCRA (Low Cost Rental Accommodation)

LCRA	Proportion of respondents:	South (849)	West (923)	East & North (723)	Anonymous (23)	Mount Green	Combined
TP01	Who report that they are satisfied with the overall service from their landlord.	56.6%	62.9%	63.4%	78.3%	57.0%	60.6%
TP02	Who have received a repair in the last 12 months Who report that they are satisfied with the overall repairs service.	58.6%	64.9%	65.4%	80.0%	57.7%	62.6%
TP03	Who have received a repair in the last 12 months Who report that they are satisfied with the time taken to complete their most recent repair.	57.9%	66.2%	65.4%	78.6%	54.9%	62.6%
TP04	Who report that they are satisfied that their home is well maintained.	61.3%	68.1%	69.1%	77.3%	58.2%	65.3%
TP05	Who report that they are satisfied that their home is safe.	68.9%	77.4%	75.8%	86.4%	71.2%	73.8%
TP06	Who report that they are satisfied that their landlord listens to tenant views and acts upon them	49.3%	55.3%	55.1%	90.0%	46.0%	52.8%
TP07	Who report that they are satisfied that their landlord keeps them informed	62.1%	66.5%	65.5%	81.0%	70.3%	65.4%
TP08	Who report that they agree their landlord treats them fairly and with respect.	70.9%	78.9%	74.0%	80.0%	69.8%	71.1%
TP09	Who report making a complaint in the last 12 months Who are satisfied with their landlords approach to complaint handling.	26.7%	16.7%	36.4%	-	30.2%	27.7%
TP10	With communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	51.8%	69.7%	77.4%	66.7%	61.6%	55.9%
TP11	Who report that they are satisfied that their landlord makes a positive contribution to your neighbourhood.	49.5%	67.7%	59.8%	75.0%	54.9%	50.9%
TP12	Who report that they are satisfied with their landlord's approach to handling ASB.	50.8%	75.0%	62.9%	83.3%	56.0%	52.9%

Regional - Combined

LCHO (Low Cost Home Ownership)

LCHO	Proportion of respondents:	South	West	East & North	Mount Green	Combined
TP01	Who report that they are satisfied with the overall service from their landlord.	44.7%	33.9%	48.0%	20.0%	41.1%
TP02	Who have received a repair in the last 12 months Who report that they are satisfied with the overall repairs service.					
TP03	Who have received a repair in the last 12 months Who report that they are satisfied with the time taken to complete their most recent repair.					
TP04	Who report that they are satisfied that their home is well maintained.					
TP05	Who report that they are satisfied that their home is safe.	65.1%	61.6%	76.5%	53.3%	67.7%
TP06	Who report that they are satisfied that their landlord listens to tenant views and acts upon them	32.5%	27.8%	35.4%	23.3%	31.3%
TP07	Who report that they are satisfied that their landlord keeps them informed	52.6%	42.2%	54.6%	37.9%	49.2%
TP08	Who report that they agree their landlord treats them fairly and with respect.	51.8%	44.8%	57.3%	23.3%	49.9%
TP09	Who report making a complaint in the last 12 months Who are satisfied with their landlords approach to complaint handling.	8.3%	14.9%	22.6%	15.4%	15.7%
TP10	With communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	36.1%	17.9%	38.5%	38.1%	31.9%
TP11	Who report that they are satisfied that their landlord makes a positive contribution to your neighbourhood.	33.9%	21.7%	34.3%	20.8%	29.3%
TP12	Who report that they are satisfied with their landlord's approach to handling ASB.	30.0%	23.7%	37.4%	36.8%	30.9%

Regional - East & North

LCRA (Low Cost Rental Accommodation)

LCRA	Proportion of respondents:	East & North (723)
TP01	Who report that they are satisfied with the overall service from their landlord.	63.4%
TP02	Who have received a repair in the last 12 months Who report that they are satisfied with the overall repairs service.	65.4%
TP03	Who have received a repair in the last 12 months Who report that they are satisfied with the time taken to complete their most recent repair.	65.4%
TP04	Who report that they are satisfied that their home is well maintained.	69.1%
TP05	Who report that they are satisfied that their home is safe.	75.8%
TP06	Who report that they are satisfied that their landlord listens to tenant views and acts upon them	55.1%
TP07	Who report that they are satisfied that their landlord keeps them informed	65.5%
TP08	Who report that they agree their landlord treats them fairly and with respect.	74.0%
TP09	Who report making a complaint in the last 12 months Who are satisfied with their landlords approach to complaint handling.	36.4%
TP10	With communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	77.4%
TP11	Who report that they are satisfied that their landlord makes a positive contribution to your neighbourhood.	59.8%
TP12	Who report that they are satisfied with their landlord's approach to handling ASB.	62.9%

LCHO (Low Cost Home Ownership)

LCHO	Proportion of respondents:	East & North
TP01	Who report that they are satisfied with the overall service from their landlord.	48.0%
TP02	Who have received a repair in the last 12 months Who report that they are satisfied with the overall repairs service.	
TP03	Who have received a repair in the last 12 months Who report that they are satisfied with the time taken to complete their most recent repair.	
TP04	Who report that they are satisfied that their home is well maintained.	
TP05	Who report that they are satisfied that their home is safe.	76.5%
TP06	Who report that they are satisfied that their landlord listens to tenant views and acts upon them	35.4%
TP07	Who report that they are satisfied that their landlord keeps them informed	54.6%
TP08	Who report that they agree their landlord treats them fairly and with respect.	57.3%
TP09	Who report making a complaint in the last 12 months Who are satisfied with their landlords approach to complaint handling.	22.6%
TP10	With communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	38.5%
TP11	Who report that they are satisfied that their landlord makes a positive contribution to your neighbourhood.	34.3%
TP12	Who report that they are satisfied with their landlord's approach to handling ASB.	37.4%

Regional - West

LCRA (Low Cost Rental Accommodation)

LCRA	Proportion of respondents:	West (923)
TP01	Who report that they are satisfied with the overall service from their landlord.	62.9%
TP02	Who have received a repair in the last 12 months Who report that they are satisfied with the overall repairs service.	64.9%
TP03	Who have received a repair in the last 12 months Who report that they are satisfied with the time taken to complete their most recent repair.	66.2%
TP04	Who report that they are satisfied that their home is well maintained.	68.1%
TP05	Who report that they are satisfied that their home is safe.	77.4%
TP06	Who report that they are satisfied that their landlord listens to tenant views and acts upon them	55.3%
TP07	Who report that they are satisfied that their landlord keeps them informed	66.5%
TP08	Who report that they agree their landlord treats them fairly and with respect.	78.9%
TP09	Who report making a complaint in the last 12 months Who are satisfied with their landlords approach to complaint handling.	16.7%
TP10	With communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	69.7%
TP11	Who report that they are satisfied that their landlord makes a positive contribution to your neighbourhood.	67.7%
TP12	Who report that they are satisfied with their landlord's approach to handling ASB.	75.0%

LCHO (Low Cost Home Ownership)

LCHO	Proportion of respondents:	West
TP01	Who report that they are satisfied with the overall service from their landlord.	33.9%
TP02	Who have received a repair in the last 12 months Who report that they are satisfied with the overall repairs service.	
TP03	Who have received a repair in the last 12 months Who report that they are satisfied with the time taken to complete their most recent repair.	
TP04	Who report that they are satisfied that their home is well maintained.	
TP05	Who report that they are satisfied that their home is safe.	61.6%
TP06	Who report that they are satisfied that their landlord listens to tenant views and acts upon them	27.8%
TP07	Who report that they are satisfied that their landlord keeps them informed	42.2%
TP08	Who report that they agree their landlord treats them fairly and with respect.	44.8%
TP09	Who report making a complaint in the last 12 months Who are satisfied with their landlords approach to complaint handling.	14.9%
TP10	With communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	17.9%
TP11	Who report that they are satisfied that their landlord makes a positive contribution to your neighbourhood.	21.7%
TP12	Who report that they are satisfied with their landlord's approach to handling ASB.	23.7%

Regional - South

LCRA (Low Cost Rental Accommodation)

LCRA	Proportion of respondents:	South (849)
TP01	Who report that they are satisfied with the overall service from their landlord.	56.6%
TP02	Who have received a repair in the last 12 months Who report that they are satisfied with the overall repairs service.	58.6%
TP03	Who have received a repair in the last 12 months Who report that they are satisfied with the time taken to complete their most recent repair.	57.9%
TP04	Who report that they are satisfied that their home is well maintained.	61.3%
TP05	Who report that they are satisfied that their home is safe.	68.9%
TP06	Who report that they are satisfied that their landlord listens to tenant views and acts upon them	49.3%
TP07	Who report that they are satisfied that their landlord keeps them informed	62.1%
TP08	Who report that they agree their landlord treats them fairly and with respect.	70.9%
TP09	Who report making a complaint in the last 12 months Who are satisfied with their landlords approach to complaint handling.	26.7%
TP10	With communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	51.8%
TP11	Who report that they are satisfied that their landlord makes a positive contribution to your neighbourhood.	49.5%
TP12	Who report that they are satisfied with their landlord's approach to handling ASB.	50.8%

LCHO (Low Cost Home Ownership)

LCHO	Proportion of respondents:	South
TP01	Who report that they are satisfied with the overall service from their landlord.	44.7%
TP02	Who have received a repair in the last 12 months Who report that they are satisfied with the overall repairs service.	
TP03	Who have received a repair in the last 12 months Who report that they are satisfied with the time taken to complete their most recent repair.	
TP04	Who report that they are satisfied that their home is well maintained.	
TP05	Who report that they are satisfied that their home is safe.	65.1%
TP06	Who report that they are satisfied that their landlord listens to tenant views and acts upon them	32.5%
TP07	Who report that they are satisfied that their landlord keeps them informed	52.6%
TP08	Who report that they agree their landlord treats them fairly and with respect.	51.8%
TP09	Who report making a complaint in the last 12 months Who are satisfied with their landlords approach to complaint handling.	8.3%
TP10	With communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	36.1%
TP11	Who report that they are satisfied that their landlord makes a positive contribution to your neighbourhood.	33.9%
TP12	Who report that they are satisfied with their landlord's approach to handling ASB.	30.0%

Regional - Mount Green

LCRA (Low Cost Rental Accommodation)

LCRA	Proportion of respondents:	Mount Green
TP01	Who report that they are satisfied with the overall service from their landlord.	57.0%
TP02	Who have received a repair in the last 12 months Who report that they are satisfied with the overall repairs service.	57.7%
TP03	Who have received a repair in the last 12 months Who report that they are satisfied with the time taken to complete their most recent repair.	54.9%
TP04	Who report that they are satisfied that their home is well maintained.	58.2%
TP05	Who report that they are satisfied that their home is safe.	71.2%
TP06	Who report that they are satisfied that their landlord listens to tenant views and acts upon them	46.0%
TP07	Who report that they are satisfied that their landlord keeps them informed	70.3%
TP08	Who report that they agree their landlord treats them fairly and with respect.	69.8%
TP09	Who report making a complaint in the last 12 months Who are satisfied with their landlords approach to complaint handling.	30.2%
TP10	With communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	61.6%
TP11	Who report that they are satisfied that their landlord makes a positive contribution to your neighbourhood.	54.9%
TP12	Who report that they are satisfied with their landlord's approach to handling ASB.	56.0%

LCHO (Low Cost Home Ownership)

LCHO	Proportion of respondents:	Mount Green
TP01	Who report that they are satisfied with the overall service from their landlord.	20.0%
TP02	Who have received a repair in the last 12 months Who report that they are satisfied with the overall repairs service.	
TP03	Who have received a repair in the last 12 months Who report that they are satisfied with the time taken to complete their most recent repair.	
TP04	Who report that they are satisfied that their home is well maintained.	
TP05	Who report that they are satisfied that their home is safe.	53.3%
TP06	Who report that they are satisfied that their landlord listens to tenant views and acts upon them	23.3%
TP07	Who report that they are satisfied that their landlord keeps them informed	37.9%
TP08	Who report that they agree their landlord treats them fairly and with respect.	23.3%
TP09	Who report making a complaint in the last 12 months Who are satisfied with their landlords approach to complaint handling.	15.4%
TP10	With communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	38.1%
TP11	Who report that they are satisfied that their landlord makes a positive contribution to your neighbourhood.	20.8%
TP12	Who report that they are satisfied with their landlord's approach to handling ASB.	36.8%

Regional - Anonymous

LCRA (Low Cost Rental Accommodation)

LCRA	Proportion of respondents:	Anonymous (23)
TP01	Who report that they are satisfied with the overall service from their landlord.	78.3%
TP02	Who have received a repair in the last 12 months Who report that they are satisfied with the overall repairs service.	80.0%
TP03	Who have received a repair in the last 12 months Who report that they are satisfied with the time taken to complete their most recent repair.	78.6%
TP04	Who report that they are satisfied that their home is well maintained.	77.3%
TP05	Who report that they are satisfied that their home is safe.	86.4%
TP06	Who report that they are satisfied that their landlord listens to tenant views and acts upon them	90.0%
TP07	Who report that they are satisfied that their landlord keeps them informed	81.0%
TP08	Who report that they agree their landlord treats them fairly and with respect.	80.0%
TP09	Who report making a complaint in the last 12 months Who are satisfied with their landlords approach to complaint handling.	-
TP10	With communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	66.7%
TP11	Who report that they are satisfied that their landlord makes a positive contribution to your neighbourhood.	75.0%
TP12	Who report that they are satisfied with their landlord's approach to handling ASB.	83.3%