

Tenant Satisfaction Measures

2023 - 2024

& subsidiaries



Stonewater and subsidiaries Tenant Satisfaction Measures 2024

LCRA (Low Cost Rental Accommodation)

LCRA	Proportion of respondents:	Greenoak	Stonewater	Mount Green	Combined
TP01	Who report that they are satisfied with the overall service from their landlord.	75.4%	60.7%	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.	86.5%	62.6%	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.	80.6%	63.0%	54.9%	62.6%
TP04	Who report that they are satisfied that their home is well maintained.	81.7%	65.8%	58.2%	65.3%
TP05	Who report that they are satisfied that their home is safe.	86.7%	73.8%	71.2%	73.8%
TP06	Who report that they are satisfied that their landlord listens to tenant views	71.9%	53.0%	46.0%	52.8%
TP07	Who report that they are satisfied that their landlord keeps them informed	77.2%	64.6%	70.3%	65.4%
TP08	Who report that they agree their landlord treats them fairly and with respect.	81.4%	71.0%	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.	35.3%	27.2%	30.2%	27.7%
TP10	With communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	75.0%	54.5%	61.6%	55.9%
TP11	Who report that they are satisfied that their landlord makes a positive contribution to your neighbourhood.	72.1%	50.0%	54.9%	50.9%
TP12	Who report that they are satisfied with their landlord's approach to handling ASB.	71.1%	52.0%	56.0%	52.9%

Stonewater and subsidiaries Tenant Satisfaction Measures 2024

LCHO (Low Cost Home Ownership)

LCHO	Proportion of respondents:	Stonewater	Mount Green	Combined
TP01	Who report that they are satisfied with the overall service from their landlord.	42.3%	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.	68.5%	53.3%	67.7%
TP06	Who report that they are satisfied that their landlord listens to tenant views and acts upon them	31.8%	23.3%	31.3%
TP07	Who report that they are satisfied that their landlord keeps them informed	49.9%	37.9%	49.2%
TP08	Who report that they agree their landlord treats them fairly and with respect.	51.5%	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.	15.8%	15.4%	15.7%
TP10	With communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	31.3%	38.1%	31.9%
TP11	Who report that they are satisfied that their landlord makes a positive contribution to your neighbourhood.	29.8%	20.8%	29.3%
TP12	Who report that they are satisfied with their landlord's approach to handling ASB.	30.5%	36.8%	30.9%

Mount Green Tenant Satisfaction Measures 2024

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	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%

Mount Green Tenant Satisfaction Measures 2024

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%

Greenoak Tenant Satisfaction Measures 2024

LCRA (Low Cost Rental Accommodation)

LCRA	Proportion of respondents:	Greenoak
TP01	Who report that they are satisfied with the overall service from their landlord.	75.4%
TP02	Who have received a repair in the last 12 months Who report that they are satisfied with the overall repairs service.	86.5%
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.	80.6%
TP04	Who report that they are satisfied that their home is well maintained.	81.7%
TP05	Who report that they are satisfied that their home is safe.	86.7%
TP06	Who report that they are satisfied that their landlord listens to tenant views	71.9%
TP07	Who report that they are satisfied that their landlord keeps them informed	77.2%
TP08	Who report that they agree their landlord treats them fairly and with respect.	81.4%
TP09	Who report making a complaint in the last 12 months Who are satisfied with their landlords approach to complaint handling.	35.3%
TP10	With communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	75.0%
TP11	Who report that they are satisfied that their landlord makes a positive contribution to your neighbourhood.	72.1%
TP12	Who report that they are satisfied with their landlord's approach to handling ASB.	71.1%