

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	Overall satisfaction	75.4%	60.7%	57.0%	60.6%
TP02	Satisfaction with repairs	86.5%	62.6%	57.7%	62.6%
TP03	Satisfaction with time taken to complete most recent repair	80.6%	63.0%	54.9%	62.6%
TP04	Satisfaction that the home is well maintained	81.7%	65.8%	58.2%	65.3%
TP05	Satisfaction that the home is safe	86.7%	73.8%	71.2%	73.8%
TP06	Satisfaction that the landlord listens to tenant views and acts upon them	71.9%	53.0%	46.0%	52.8%
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	77.2%	64.6%	70.3%	65.4%
TP08	Agreement that the landlord treats tenants fairly and with respect	81.4%	71.0%	69.8%	71.1%
TP09	Satisfaction with the landlord's approach to handling complaints	35.3%	27.2%	30.2%	27.7%
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained	75.0%	54.5%	61.6%	55.9%
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods	72.1%	50.0%	54.9%	50.9%
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour	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	Overall satisfaction	42.3%	20.0%	41.1%
TP02	Satisfaction with repairs			
TP03	Satisfaction with time taken to complete most recent repair			
TP04	Satisfaction that the home is well maintained			
TP05	Satisfaction that the home is safe	68.5%	53.3%	67.7%
TP06	Satisfaction that the landlord listens to tenant views and acts upon them	31.8%	23.3%	31.3%
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	49.9%	37.9%	49.2%
TP08	Agreement that the landlord treats tenants fairly and with respect	51.5%	23.3%	49.9%
TP09	Satisfaction with the landlord's approach to handling complaints	15.8%	15.4%	15.7%
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained	31.3%	38.1%	31.9%
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods	29.8%	20.8%	29.3%
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour	30.5%	36.8%	30.9%

Mount Green Tenant Satisfaction Measures 2024

LCRA (Low Cost Rental Accommodation)

LCRA	Proportion of respondents:	Mount Green
TP01	Overall satisfaction	57.0%
TP02	Satisfaction with repairs	57.0%
TP03	Satisfaction with time taken to complete most recent repair	57.0%
TP04	Satisfaction that the home is well maintained	57.0%
TP05	Satisfaction that the home is safe	57.0%
TP06	Satisfaction that the landlord listens to tenant views and acts upon them	57.0%
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	57.0%
TP08	Agreement that the landlord treats tenants fairly and with respect	57.0%
TP09	Satisfaction with the landlord's approach to handling complaints	57.0%
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained	57.0%
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods	57.0%
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour	57.0%

Mount Green Tenant Satisfaction Measures 2024

LCHO (Low Cost Home Ownership)

LCHO	Proportion of respondents:	Mount Green
TP01	Overall satisfaction	20.0%
TP02	Satisfaction with repairs	
TP03	Satisfaction with time taken to complete most recent repair	
TP04	Satisfaction that the home is well maintained	
TP05	Satisfaction that the home is safe	53.3%
TP06	Satisfaction that the landlord listens to tenant views and acts upon them	23.3%
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	37.9%
TP08	Agreement that the landlord treats tenants fairly and with respect	23.3%
TP09	Satisfaction with the landlord's approach to handling complaints	15.4%
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained	38.1%
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods	20.8%
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour	36.8%

Greenoak Tenant Satisfaction Measures 2024

LCRA (Low Cost Rental Accommodation)

LCRA	Proportion of respondents:	Greenoak
TP01	Overall satisfaction	75.4%
TP02	Satisfaction with repairs	86.5%
TP03	Satisfaction with time taken to complete most recent repair	80.6%
TP04	Satisfaction that the home is well maintained	81.7%
TP05	Satisfaction that the home is safe	86.7%
TP06	Satisfaction that the landlord listens to tenant views and acts upon them	71.9%
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	77.2%
TP08	Agreement that the landlord treats tenants fairly and with respect	81.4%
TP09	Satisfaction with the landlord's approach to handling complaints	35.3%
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained	75.0%
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods	72.1%
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour	71.1%