

RSH TSM 12 Tenant Perception Survey Data Measures 2024-25

TSM	Description	Annual 2023/24	2023/24 # of responses	Annual 2024/25	2024/25 # of responses	Direction of Travel	
TP01 Overall satisfaction	Proportion of respondents who report that they are satisfied with the overall service from their landlord.	56.0%	560	66.9%	988	+10.9%	↗
TP02 Satisfaction with repairs	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service.	62.7%	379	70.8%	610	+8.1%	↗
TP03 Satisfaction with time taken to complete most recent repair	Proportion of respondents 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.	52.4%	314	64.4%	601	+12.0%	↗
TP04 Satisfaction that the home is well maintained	Proportion of respondents who report that they are satisfied that their home is well maintained.	59.2%	575	67.7%	959	+8.5%	↗
TP05 Satisfaction that the home is safe	Proportion of respondents who report that they are satisfied that their home is safe.	69.9%	682	76.4%	955	+6.5%	↗
TP06 Satisfaction that the landlord listens to views and acts upon them	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	44.9%	382	55.1%	849	+10.2%	↗
TP07 Satisfaction that the landlord keeps tenants informed about things that matter to them	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	50.9%	460	61.6%	886	+10.7%	↗
TP08 Agreement that the landlord treats tenants fairly and with respect	Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	70.2%	664	73.3%	940	+3.1%	↗
TP09 Satisfaction with the landlord's approach to handling complaints	Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling.	22.8%	66	34.1%	249	+11.3%	↗
TP10 Satisfaction that the landlord keeps communal areas clean and well maintained	Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	53.3%	185	64.0%	344	+10.7%	↗
TP11 Satisfaction that the landlord makes a positive contribution to neighbourhoods	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	47.7%	401	63.1%	804	+15.4%	↗
TP12 Satisfaction with the landlord's approach to handling anti-social behaviour	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	49.5%	270	57.9%	592	+8.4%	↗