



Tenant Satisfaction Key Results 2024

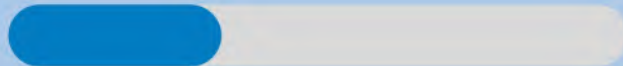


Overall Satisfaction 47.4%

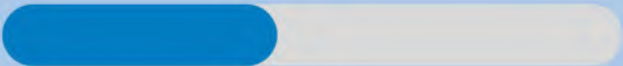


Communication

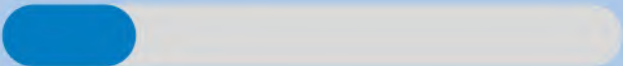
Listens & acts on your views 34%



Keeps me informed 44%



Handles complaints well 22%



Treats me with respect 51%

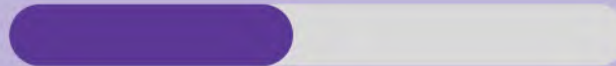


Taking care of properties

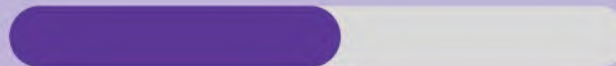
Home that is safe 48%



Home that is well maintained 46%



Satisfaction with repairs 54%

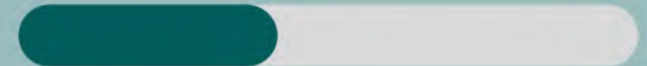


Time to complete repairs 50%

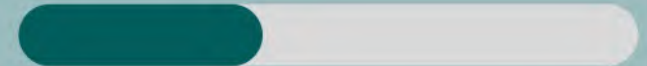


Community

Communal areas maintenance 42%



Neighbourhood contribution 39%



Approach to ASB 40%



The 2024 Tenant Satisfaction Survey was open between 14 March and 23 May 2024. **A total of 530 tenants took part.** The survey was available online to all 5478 tenants. 3948 tenants were invited via SMS. The remaining 1530 tenants had access via the website and the survey was advertised on social media and IVR.

Response rate was 9.7%. Scores are the % of respondents who answered Very satisfied/Strongly agree or Fairly satisfied/Agree to the question.