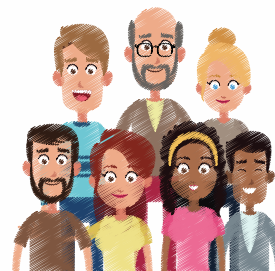


Tenant Satisfaction Key Results 2025



Overall Satisfaction
56.7%



Communication

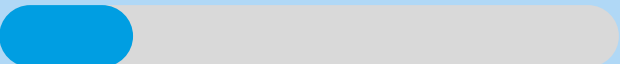
Listens & acts on your views 44%



Keeps me informed 48%



Handles complaints well 22%

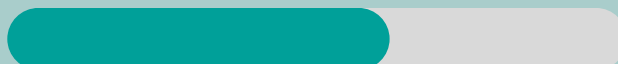


Treats me with respect 58%



Taking care of properties

Home that is safe 62%



Home that is well maintained 56%



Satisfaction with repairs 67%



Time to complete repairs 61%



Community

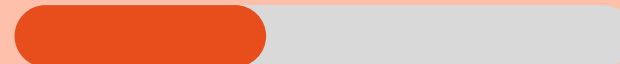
Communal areas maintenance 42%



Neighbourhood contribution 45%



Approach to ASB 41%



The 2025 Tenant Satisfaction Survey was open between 20 January and 14 February. **A total of 654 tenants took part.** The survey was available online to all 5478 tenants. 5073 tenants were invited via SMS. All tenants had access via the website and the survey was advertised on newsletters and social media. Tenants calling the customer support line during the survey period were invited to take part by phone.

Response rate was 11.9%. Scores are the % of respondents who answered Very satisfied/Strongly agree or Fairly satisfied/Agree to the question.