

Tenancy Satisfaction Measures

2023/24 - PERCEPTION

Perception Measures		Low Cost Rental Accommodation	Low Cost Home Ownership
<u>TP01</u>	Overall Satisfaction with Curo	68%	55%
<u>TP02</u>	Satisfaction with repairs service over the last 12 months	70.4%	N/A
<u>TP03</u>	Satisfaction with time taken to complete most recent repair	65.4%	N/A
<u>TP04</u>	Satisfaction that the home is well maintained	69.4	N/A
<u>TP05</u>	Satisfaction that the home is safe	76.2	76.4%
<u>TP06</u>	Satisfaction that the landlord listens to tenant views and acts upon them	59%	43.2%
<u>TP07</u>	Satisfaction that the landlord keeps tenants informed about things that matter to them	69%	59.6%
<u>TP08</u>	Agreement that the landlord treats tenants fairly and with respect	77.6%	62.4%
<u>TP09</u>	Satisfaction with the landlord's approach to handling complaints	32.9%	29%
<u>TP10</u>	Satisfaction that the landlord keeps communal areas clean and well maintained	57.9%	42.9%
<u>TP11</u>	Satisfaction that the landlord makes a positive contribution to neighbourhoods	59%	42.3%
<u>TP12</u>	Satisfaction with the landlord's approach to handling anti-social behaviour	56.6%	31.5%

