

# Tenant Satisfaction Measures (TSMs)

## 2024/25 - PERCEPTION

Perception Measures		Low Cost Rental Accommodation
<b><u>TP01</u></b>	Overall Satisfaction with Curo	<b>70.3%</b>
<b><u>TP02</u></b>	Satisfaction with repairs service over the last 12 months	<b>73.6%</b>
<b><u>TP03</u></b>	Satisfaction with time taken to complete most recent repair	<b>67.7%</b>
<b><u>TP04</u></b>	Satisfaction that the home is well maintained	<b>71.8%</b>
<b><u>TP05</u></b>	Satisfaction that the home is safe	<b>77.6%</b>
<b><u>TP06</u></b>	Satisfaction that the landlord listens to tenant views and acts upon them	<b>60.4%</b>
<b><u>TP07</u></b>	Satisfaction that the landlord keeps tenants informed about things that matter to them	<b>71.8%</b>
<b><u>TP08</u></b>	Agreement that the landlord treats tenants fairly and with respect	<b>77.4%</b>
<b><u>TP09</u></b>	Satisfaction with the landlord's approach to handling complaints	<b>34.1%</b>
<b><u>TP10</u></b>	Satisfaction that the landlord keeps communal areas clean and well maintained	<b>55.9%</b>
<b><u>TP11</u></b>	Satisfaction that the landlord makes a positive contribution to neighbourhoods	<b>60.0%</b>
<b><u>TP12</u></b>	Satisfaction with the landlord's approach to handling anti-social behaviour	<b>55.5%</b>

