

# Tenancy Satisfaction Measures (TSMs)

## 2024/25 - PERCEPTION

Perception Measures		Low Cost Rental Accommodation		Low Cost Home Ownership	
		Actual	Target	Actual	Target
TP01	Overall Satisfaction with Curo	71.30%	68.50%	50.4%	55.2%
TP02	Satisfaction with repairs service over the last 12 months	73.10%	70.50%	N/A	N/A
TP03	Satisfaction with time taken to complete most recent repair	67.90%	65.5%	N/A	N/A
TP04	Satisfaction that the home is well maintained	73.40%	72.5%	N/A	N/A
TP05	Satisfaction that the home is safe	78.50%	77.3%	74.3%	80.0%
TP06	Satisfaction that the landlord listens to tenant views and acts upon them	61.90%	60.5%	49.5%	48.0%
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	72.90%	70.0%	65.5%	60.3%
TP08	Agreement that the landlord treats tenants fairly and with respect	77.30%	78.0%	64.7%	66.0%
TP09	Satisfaction with the landlord's approach to handling complaints	33.90%	31.0%	22.6%	31.0%
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained	56.40%	55.0%	42.0%	44.0%
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods	59.60%	61.0%	43.8%	43.0%
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour	54.30%	54.0%	33.8%	32.0%

■ On target    
 ■ Off target    
 ■ Near miss

