

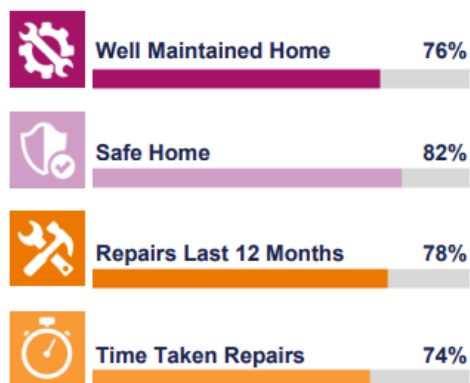
Tenant Satisfaction Measure Results Quarterly for 2024/25

Q1 Results 2024/25

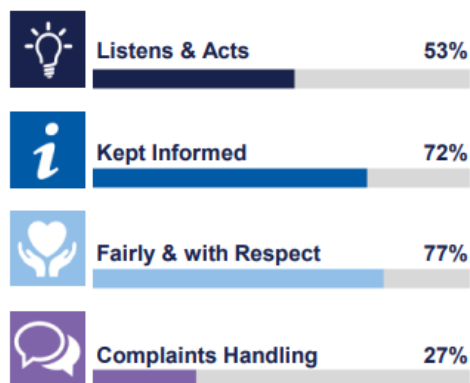
TSM Key Metrics



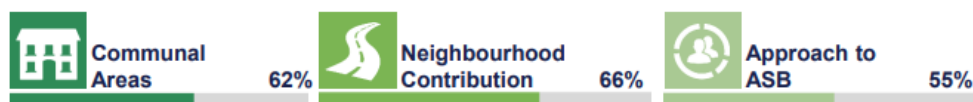
Keeping Properties in Good Repair



Respectful & Helpful Engagement



Responsible Neighbourhood Management



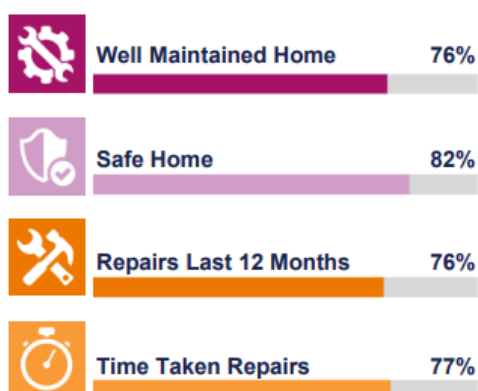
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Q2 Results 2024/25

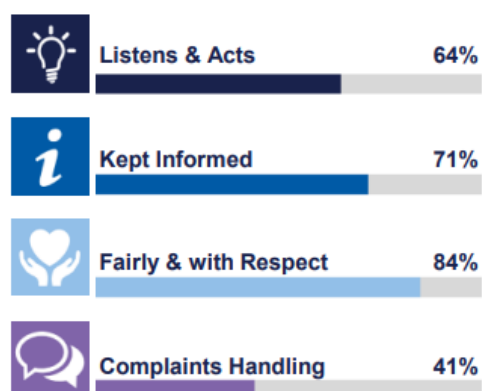
TSM Key Metrics



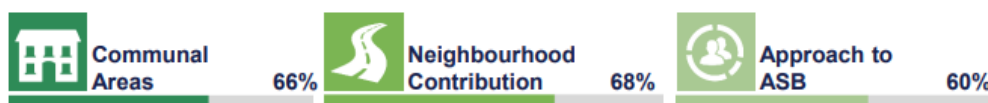
Keeping Properties in Good Repair



Respectful & Helpful Engagement



Responsible Neighbourhood Management



2

Q3 Results 2024/25

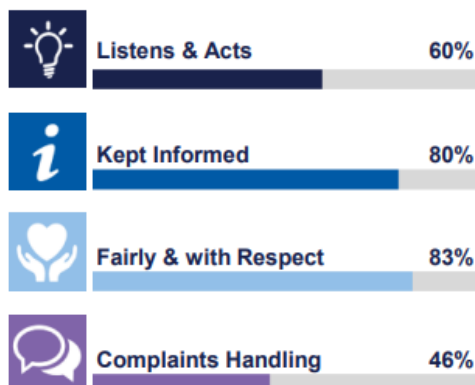
TSM Key Metrics



Keeping Properties in Good Repair



Respectful & Helpful Engagement



Responsible Neighbourhood Management



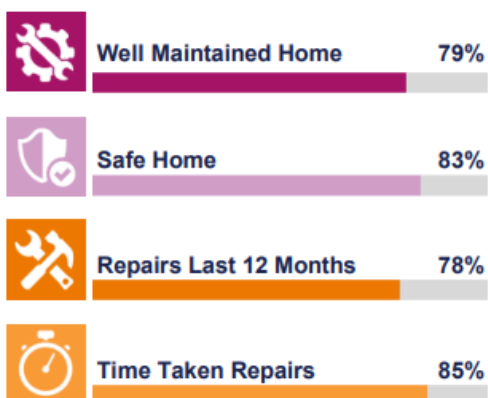
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Q4 Results 2024/25

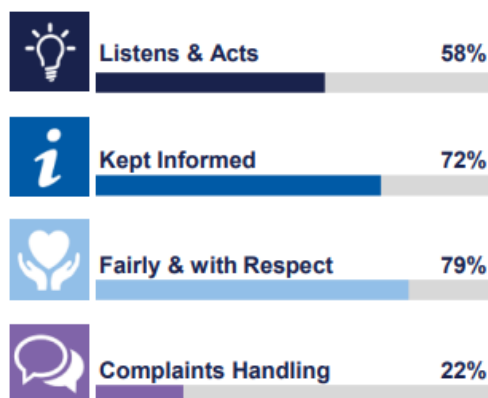
TSM Key Metrics



Keeping Properties in Good Repair



Respectful & Helpful Engagement



Responsible Neighbourhood Management



2

Tenant Satisfaction Measure Results Quarterly for 2023/24

Key Metrics Summary Q1 2023/24



71% Well maintained home



55% Anti-social behaviour



76% Safe home



65% Listens & Acts



81% Repairs - Last 12 months



79% Keeps you informed



74% Time taken - Last repair



81% Treats fairly & with respect



70% Communal areas clean & well maintained



35% Complaints handling



72% Positive contribution to neighbourhood

Key Metrics Summary Q2 2023/24



71% Well maintained home



57% Anti-social behaviour



78% Safe home



65% Listens & Acts



78% Repairs - Last 12 months



67% Keeps you informed



72% Time taken - Last repair



80% Treats fairly & with respect



68% Communal areas clean & well maintained



32% Complaints handling



61% Positive contribution to neighbourhood

Q3 Results 2023/24

TSM Key Metrics



Keeping Properties in Good Repair



Respectful & Helpful Engagement



Responsible Neighbourhood Management



Q4 Results 2023/4

