

Tenant Satisfaction Measures

Summary results September to December 2023

These results are for our general needs, independent living, shared owners, and supported housing tenants. Our full results, which include our supported living tenants, will be available after year-end in April 2024.



Overall satisfaction

77%

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77 people out of 100 reported they are satisfied with the overall service from Progress Housing Group.



Keeping properties in good repair

75%

Satisfaction with repairs

75 people out of 100 who have received a repair in the past 12 months reported they are satisfied.



70%

Satisfaction with the time taken to complete their most recent repair

70 people out of 100 thought we completed their repair within a reasonable time.



71%

Satisfaction that the home is well-maintained

71 people out of 100 thought we kept their home well-maintained.



78%

Satisfaction that the home is safe

78 people out of 100 thought their home was safe.



Respectful and helpful engagement

63%

Satisfaction that the landlord listens to tenant views and acts upon them

63 people out of 100 felt we listened to them.



73%

Satisfaction that the landlord keeps tenants informed about things that matter to them

73 people out of 100 thought we kept them fully informed.



80%

Agreement that the landlord treats tenants fairly with respect

80 people out of 100 thought we treated them with respect.



35%

Satisfaction with the landlord's approach to handling complaints

35 people out of 100 thought we handled their complaint well.



Responsible neighbourhood management

66%

Satisfaction that the landlord keeps communal areas clean and well-maintained

66 people out of 100 thought we maintained their communal areas well.



68%

Satisfaction that the landlord makes a positive contribution to neighbourhoods

68 people out of 100 thought we made a positive contribution to their neighbourhoods.



61%

Satisfaction with the landlord's approach to handling anti-social behaviour (ASB)

61 people out of 100 thought our approach to ASB was positive.

