

# Tenant Satisfaction Measures

## Summary results July to September 2024



### Overall satisfaction

74.5%



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

These results are for our general needs, independent living, shared owners, supported living and supported housing tenants. Our full results will be available after year-end in April 2025.

### Keeping properties in good repair

77.6%

#### Satisfaction with repairs

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



68.6%

#### Satisfaction with the time taken to complete their most recent repair

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



75.2%

#### Satisfaction that the home is well-maintained

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



78.4%

#### Satisfaction that the home is safe

78.4 people out of 100 thought their home was safe.



### Responsible neighbourhood management

76.1%

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

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



61.0%

#### Satisfaction that the landlord makes a positive contribution to neighbourhoods

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



55.2%

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

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



### Respectful and helpful engagement

60.2%

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

60.2 people out of 100 felt we listened to them.



63.1%

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

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



79.7%

#### Agreement that the landlord treats tenants fairly with respect

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



44.5%

#### Satisfaction with the landlord's approach to handling complaints

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

