

Tenant Satisfaction Measures - Perception		GMHP Mid-year (Average) (Sep 23 YTD)	Housemark Mid-year - (Upper Quartile) (Sep YTD 23)	Dec-23	Monthly trend
TP01	Proportion of respondents who report that they are satisfied with the overall service from their landlord	75.1%	79.2%	95.46%	↓ -0.01%
TP02	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service	74.3%	80.0%	86.46%	↑ 0.89%
TP03	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent	71.4%	76.3%	86.82%	↑ 0.58%
TP04	Proportion of respondents who report that they are satisfied that their home is well maintained	75.2%	80.0%	92.94%	↑ 0.36%
TP05	Proportion of respondents who report that they are satisfied that their home is safe	80.8%	85.6%	93.49%	↓ -0.28%
TP06	Proportion of respondents who report that they are satisfied that their landlord listens to tenants views and acts upon them	67.2%	69.4%	94.65%	↑ 0.24%
TP07	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them	74.9%	78.8%	97.01%	↑ 0.31%
TP08	Proportion of respondents who report that they agree their landlord treats them fairly and with respect	81.4%	84.6%	97.70%	↑ 0.21%
TP09	Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlords approach to complaints handling	36.9%	42.0%	76.56%	↑ 5.73%
TP010	Proportion of residents with communal area who report that they are satisfied that their landlord keeps communal areas clean and well maintained	70.6%	72.4%	87.82%	↑ 0.26%
TP011	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood	70.7%	74.0%	96.50%	↓ -0.19%
TP012	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour	64%	64.0%	90.42%	↑ 0.57%