

Tenant Satisfaction Measures - Perception		24-25 Q1 GMHP results (upper quartile)	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Monthly trend	YTD Trend
TP01	Proportion of respondents who report that they are satisfied with the overall service from their landlord	75%	95.24%	98.23%	94.87%	93.03%	92.35%	↓ -0.69%	
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	80%	100.00%	86.49%	81.51%	83.94%	85.05%	↑ 1.12%	
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 repair	74%	87.50%	85.14%	82.88%	82.66%	83.38%	↑ 0.72%	
TP04	Proportion of respondents who report that they are satisfied that their home is well maintained	76%	100.00%	96.46%	93.16%	90.32%	90.73%	↑ 0.41%	
TP05	Proportion of respondents who report that they are satisfied that their home is safe	83%	95.24%	97.35%	96.15%	93.27%	93.30%	→ 0.03%	
TP06	Proportion of respondents who report that they are satisfied that their landlord listens to tenants views and acts upon them	72%	95.24%	97.27%	95.22%	91.16%	90.85%	↓ -0.31%	
TP07	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them	78%	100.00%	97.06%	96.76%	94.49%	94.64%	↑ 0.15%	
TP08	Proportion of respondents who report that they agree their landlord treats them fairly and with respect	82%	100.00%	98.21%	97.39%	94.43%	95.03%	↑ 0.60%	
TP09	Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlords approach to complaints handling	45%	100.00%	85.71%	81.48%	68.52%	70.13%	↑ 1.61%	
TP010	Proportion of residents with communal area who report that they are satisfied that their landlord keeps communal areas clean and well maintained	76%	87.50%	83.87%	78.91%	77.16%	81.03%	↑ 3.88%	
TP011	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood	75%	100.00%	97.89%	98.07%	93.75%	93.58%	↓ -0.17%	
TP012	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour	72%	87.50%	94.64%	93.94%	89.19%	89.52%	↑ 0.33%	