

Appendix – TSM Survey Results

Tenant Satisfaction Measure	22.23	23.24	Change +/-	Indicative Quartile (Housemark)
TP01 -Overall satisfaction	44%	64%	+20%	Q3
TP02 – Satisfaction with the repairs service	52%	69%	+17%	Q3
TP03 – Satisfaction with time taken to complete their most recent repair.	42%	63%	+21%	Q4
TP04 – satisfaction that home is well maintained.	36%	66%	+30%	Q3
TP05 – Satisfaction that home is safe.	51%	73%	+22%	Q3
TP06- Satisfaction that landlord listens to tenant views and acts upon them.	29%	64%	+35%	Q1
TP07- Satisfaction that landlord keeps tenants informed about things that matter.	45.5%	71%	+23.5%	Q1
TP08 -Agreement that landlord treats tenants fairly and with respect.	47%	80%	+33%	Q2
TP09 - Landlord’s approach to handling of complaints.	21%	26%	+5%	Q3
TP10- Landlord keeps communal areas clean and well maintained.	55%	68%	+13%	Q1
TP11- Landlord makes a positive contribution to the neighbourhood.	34%	65%	+31%	Q1
TP12- Satisfaction with landlord’s approach to handling ASB	31%	60%	+29%	Q1
Satisfaction that landlord is easy to deal with – Additional Gateshead question not a TSM.	44%	70%	+26%	N/A