

TENANT SATISFACTION MEASURES

Our Tenant Satisfaction Measures (TSM) find out tenant's day-to-day satisfaction with the service provided and tenant's opinions on our compliance with all matters around home safety. They help us to improve so that we can provide the best possible service for our tenants.

In this document you will be able to view our monthly TSM results, whether or not we're on target with them and how they compare to last years figures.

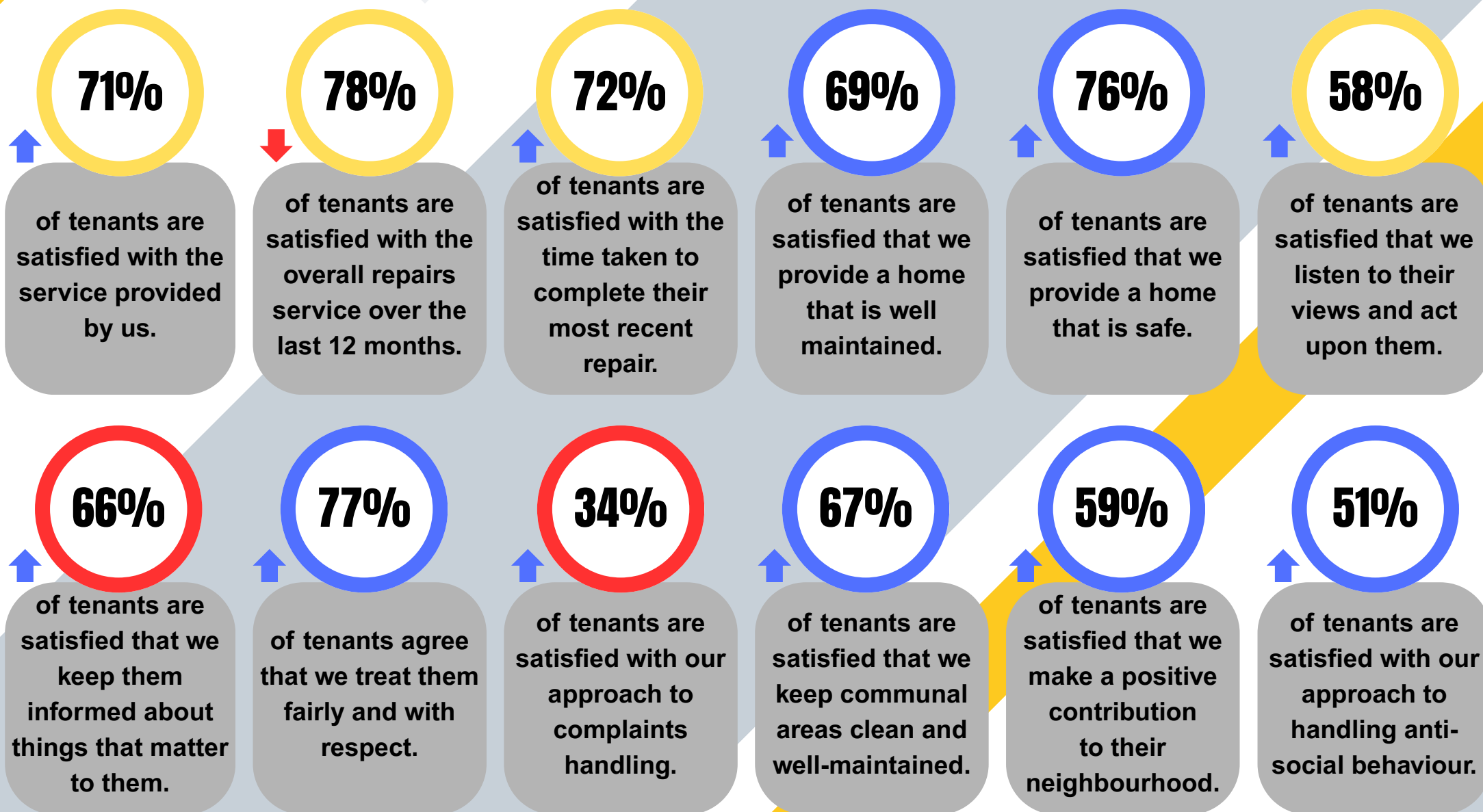
If the result is **RED**, this means we aren't on target.

If the result is **YELLOW**, this means we're working towards our target.

If the result is **BLUE**, this means we're on target.

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Q1: April, May, June 2025



↑ ↔ ↓ Indicate an improvement or decrease in this months figures in the previous year*