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.

TENANT SATISFACTION MEASURES

Bury

Q1: April, May, June 2025

71%

of tenants are satisfied with the service provided by us.

78%

of tenants are satisfied with the overall repairs service over the last 12 months.

72º/o

of tenants are satisfied with the time taken to complete their most recent repair.

69%

of tenants are satisfied that we provide a home that is well maintained. **76**%

of tenants are satisfied that we provide a home that is safe.

58%

of tenants are satisfied that we listen to their views and act upon them.

66⁰/₀

of tenants are satisfied that we keep them informed about things that matter to them.

77%

of tenants agree that we treat them fairly and with respect. 34%

of tenants are satisfied with our approach to complaints handling.

67º/o

of tenants are satisfied that we keep communal areas clean and well-maintained. **59%**

of tenants are satisfied that we make a positive contribution to their neighbourhood.

51%

of tenants are satisfied with our approach to handling antisocial behaviour.

