

Item 4a

TSM Perception Survey Results 25/26

Code	TP01	TP02	TP03	TP04	TP05	TP06	TP07	TP08	TP09	TP10	TP11	TP12
Measure	Satisfied with the overall service provided by their landlord	Satisfied with the overall repairs service from their landlord over the last 12 months	Satisfied with the time taken to complete their most recent repair after they reported it	Satisfied that their landlord provides a home that is well maintained	Satisfied that their landlord provides a home that is safe	Satisfied that their landlord listens to their views and acts upon them	Satisfied that their landlord keeps them informed about things that matter to them	Satisfied that their landlord treats them fairly and with respect	Satisfied with their landlord's approach to complaints handling	Satisfied that their landlord keeps communal areas clean and well maintained	Satisfied that their landlord makes a positive contribution to their neighbourhood	Satisfied with their landlord's approach to handling anti-social behaviour
25/26 satisfied	72.4	77.3	71.5	70.1	73.3	50.7	60.2	71.7	32.5	75.5	58.8	56.1
24/25 satisfied	65.9	70.1	68.3	64.8	71.0	44.4	50.6	65.7	31.2	61.0	49.9	46.7
23/24 satisfied	66.4	70.4	66.9	66.4	71.7	43.1	51.0	64.1	25.2	58.0	55.7	48.3
Change 23/24 vs 24/25	-0.5	-0.3	1.4	-1.6	-0.7	1.3	-0.4	1.6	6.0	3.0	-5.8	-1.6
Change 24/25 vs 25/26	6.5	7.2	3.2	5.3	2.3	6.3	9.6	6.0	1.3	14.5	8.9	9.4
Trend	↑	↑	↗	↑	↗	↑	↑	↑	↗	↑	↑	↑