

## Tenant Satisfaction Measures Results 2022

The reference numbers and questions are from the draft publications, not the final approved versions

No. of properties in total	233
No. of properties with residential tenant	216
Number of properties who have had the opportunity to complete the survey	216
Number of tenants who have completed survey	195
Number of tenants who have declined to take part in the survey	21
Return rate	90%

		Percentage who gave 4 or 5 stars	Number of respondents
TP01	Taking everything into account, are you satisfied or dissatisfied with the service provided by Partners Foundation?	93%	195
TP02	Has Partners Foundation carried out a repair to your home in the last 12 months? If yes, are you satisfied or dissatisfied with the repairs service you have received	91%	172
TP03	If yes, are you satisfied or dissatisfied with the time taken to complete your most recent repair after you reported it?	80%	172
TP04	Thinking specifically about the building you live in, how satisfied or dissatisfied are you that Partners Foundation provides a home that is well maintained and safe for you to live in?	93%	195
TP05	How satisfied or dissatisfied are you with the extent to which Partners Foundation listens to your views and acts upon them?	92%	195
TP06	How satisfied or dissatisfied are you with the way Partners Foundation keeps you informed about things that matter to you as a tenant?	91%	195
TP07	To what extent do you agree or disagree with the following statement? "My landlord treats me fairly and with respect."	98%	195
TP08	Do you live in a building with communal areas, either inside or outside, that you share with other people who live in the building? If yes, how satisfied or dissatisfied are you that Partners Foundation keeps these communal areas clean (where applicable), safe and well-maintained?	87%	127
TP09	How satisfied or dissatisfied are you with your neighbourhood as a place to live?	91%	195
TP10	How satisfied or dissatisfied are you with Partners Foundation's approach to handling anti-social behaviour?	93%	15
TP11	How satisfied or dissatisfied are you with Partners Foundation's approach to complaints handling?	88%	9
TP12	To what extent do you agree or disagree with the following statement? "I know how to make a complaint to Partners Foundation if I am not happy with the service I receive."	90%	195