

# Tenant Satisfaction Measures

April 2024 – September 2024

settle.

We compare our tenant satisfaction measures from April 2024 to September 2024 against last year - April 2023 to March 2024.

## Key

- ▲ Increased Performance
- ▼ Decreased Performance

Overall Satisfaction

75.51%

▲ April 2023 – March 2024: 70%

Trust

7.26

▲ We want to be 7.2 or higher

Effort

2.81

▲ We want to be 2.7 or lower

Repairs last 12 months

69.57%

▼ April 2023 – March 2024: 70%

Time taken repairs

64.79%

▲ April 2023 – March 2024: 63%

Well maintained home

69.6%

▲ April 2023 – March 2024: 69%

Safe home

78.33%

▲ April 2023 – March 2024: 75%

Listens and acts

57.3%

▲ April 2023 – March 2024: 54%

Kept informed

72.24%

▲ April 2023 – March 2024: 70%

Treats fairly with respect

78.31%

▲ April 2023 – March 2024: 75%

Complaints handling

37.93%

▲ April 2023 – March 2024: 36%

Communal areas

67.86%

▲ April 2023 – March 2024: 60%

Positive contribution

62.75%

▲ April 2023 – March 2024: 60%

Anti-social behaviour

58.74%

▲ April 2023 – March 2024: 55%

For more information on our tenant satisfaction measures, visit:

[www.settlegroup.org.uk/tenant\\_satisfaction\\_measures](http://www.settlegroup.org.uk/tenant_satisfaction_measures)

# Breakdown of resident satisfaction

April 2024 – September 2024



## Overall satisfaction %

75.51

10.11

14.38

Satisfaction

Neutral

Dissatisfaction

## Areas in need of improvement

The main areas where we know that we need to make improvements are around how we handle complaints, the time taken to carry out repairs, communication and how we listen and act, along with our approach to anti-social behaviour.

### Repairs last 12 months %

69.57 6.04 24.38

Satisfied Neutral Dissatisfied

### Time taken repairs %

64.79 5.87 29.35

Satisfied Neutral Dissatisfied

### Complaint handling %

37.93 13.22 48.85

Satisfied Neutral Dissatisfied

### Communal areas %

67.86 7.14 25

Satisfied Neutral Dissatisfied

### Listen and acts %

57.3 13.33 29.4

Satisfied Neutral Dissatisfied

### Anti-social behaviour %

58.74 13.29 27.97

Satisfied Neutral Dissatisfied

## Areas of improvement

### Fairly and with respect %

78.31 12.56 9.12

Satisfied Neutral Dissatisfied

### Safe homes %

78.33 7.72 13.96

Satisfied Neutral Dissatisfied

### Kept informed %

72.24 11.03 16.73

Satisfied Neutral Dissatisfied

### Well maintained homes %

69.6 10.4 20

Satisfied Neutral Dissatisfied

### Positive contribution %

62.75 19.33 17.93

Satisfied Neutral Dissatisfied