



Board summary

28 April 2025

1. Tenant Satisfaction Measures Annual Report 2024/25

The Board was advised of the results and areas for improvement based on the customer feedback from the 2024/25 Tenant Satisfaction Measures (TSM's).

- 596 tenant responses were collected via telephone and digital formats.
- Overall satisfaction remains positive but there are areas identified for improvement, in particular anti-social behaviour and complaint handling.
- Satisfaction regarding communal areas had a significant improvement, attributed to the new role of the Landscape Coordinator.
- The results from the TSM's will be included in the customer magazine which is published in April on the website.
- An action plan has been developed.

END

