

# Tenant Satisfaction Measures

Low Cost Rented Accommodation (LCRA)

Survey Results for the first half of the year 2025/2026

Overall satisfaction

**67.8%**

↑ That's 2.2% more than the previous year.



## Keeping properties in good repair

**72.6%**

Satisfaction with repairs

↑ That's 1.4% more than the previous year.

**70.2%**

Satisfaction with time taken to complete most recent repair

↑ That's 2.5% more than the previous year.

**67.3%**

Satisfaction that the home is well maintained

↑ That's 1.1% more than the previous year.



## Maintaining building safety

**72.9%**

Satisfaction that the home is safe

↑ That's 2.1% more than the previous year.



## Effective handling of complaints

**37.0%**

Satisfaction with the landlord's approach to handling complaints

↑ That's 2.3% more than the previous year.



## Respectful and helpful engagement

**58.6%**

Satisfaction that the landlord listens to tenant views and acts upon them

↑ That's 2.1% more than the previous year.

**69.2%**

Satisfaction that the landlord keeps tenants informed about things that matter to them

- That's the same as the previous year

**73.1%**

Agreement that the landlord treats tenants fairly and with respect

↑ That's 0.9% more than the previous year.



## Responsible neighbourhood management

**60.8%**

Satisfaction that the landlord keeps communal areas clean and well maintained

↓ That's 0.2 less than the previous year

**56.2%**

Satisfaction with the landlord's approach to handling anti-social behaviour

↓ That's 0.2 less than the previous year

**61.4%**

Satisfaction that the landlord makes a positive contribution to neighbourhoods

↑ That's 2.4% more than the previous year.

# Tenant Satisfaction Measures

Low Cost Home-Owner (LCHO)

Survey Results for the first half of the year 2025/2026

Overall satisfaction

**41.6%**



↑ That's 6.9% more than the previous year.



## Maintaining building safety

**62.5%**

Satisfaction that the home is safe

↓ That's 3.4% less than the previous year.



## Effective handling of complaints

**18.8%**

Satisfaction with the landlord's approach to handling complaints

↑ That's 8.9% more than the previous year.



## Respectful and helpful engagement

**31.5%**

Satisfaction that the landlord listens to tenant views and acts upon them

↑ That's 2.7% more than the previous year.

**56.3%**

Satisfaction that the landlord keeps tenants informed about things that matter to them

↑ That's 2.6% more than the previous year.

**46.2%**

Agreement that the landlord treats tenants fairly and with respect

↑ That's 0.1% more than the previous year.



## Responsible neighbourhood management

**34%**

Satisfaction that the landlord keeps communal areas clean and well maintained

↓ That's 3.3% less than the previous year

**38.7%**

Satisfaction with the landlord's approach to handling anti-social behaviour

↑ That's 7.6% more than the previous year.

**38.9%**

Satisfaction that the landlord makes a positive contribution to neighbourhoods

↑ That's 6.5% more than the previous year.



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