








# **Tenant Satisfaction Measures**





## **Survey of shared owners results 2024/25**



	Tenant Perception Measure	Result 2024/25	Result 2023/24
	Taking everything into account, how satisfied or dissatisfied are you with the service provided by Teign Housing?	53.33%	65.9%
	Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Teign Housing provides a home that is safe?	79.69%	79.5%
	How satisfied or dissatisfied are you that Teign Housing listens to your views and acts upon them?	50.00%	37.1%
	How satisfied or dissatisfied are you that Teign Housing keeps you informed about things that matter to you?	61.76%	51.3%
	To what extent do you agree or disagree with the following "Teign Housing treats me fairly and with respect"?	73.24%	72.5%

In 2024/25, responses were received from 75 shared owners.



	Tenant Perception Measure	Result 2024/25	Result 2023/24
	Shared owners who said they had made a complaint to Teign Housing in the last 12 months were asked: How satisfied or dissatisfied are you with Teign Housing's approach to complaints?	50.00%	0%
	Shared owners who said they lived in a building with communal areas, either inside or outside, that Teign Housing is responsible for maintaining, were asked: How satisfied or dissatisfied are you that Teign Housing keeps these communal areas clean and well maintained?	31.03%	41.7%
	How satisfied are you that Teign Housing makes a positive contribution to your neighbourhood?	46.27%	42.1%
	How satisfied or dissatisfied are you with Teign Housing's approach to handling anti-social behaviour?	31.58%	26.9%