

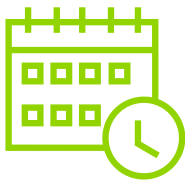







Tenant Satisfaction Measures







Survey of tenants 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?	76.3%	80%
	Tenants who said they had had a repair carried out in the last 12 months were asked: How satisfied or dissatisfied are you with the overall repairs service from Teign Housing over the last 12 months?	74.0%	80.1%
	Tenants who said they had had a repair carried out in the last 12 months were asked: How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?	72.4%	76.8%
	How satisfied or dissatisfied are you that Teign Housing provides a home that is well maintained?	74.6%	78.7%
	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?	80.3%	83.6%
	How satisfied or dissatisfied are you that Teign Housing listens to your views and acts upon them?	62.4	68.8%

In 2024/25, responses were received from 2,127 tenants.

The responses were identified as not being representative, so they were weighted. The 2023/24 results are unweighted.

For more information, see the Summary of Approach document on the Teign Housing website.

	Tenant Perception Measure	Result 2024/25	Result 2023/24
	How satisfied or dissatisfied are you that Teign Housing keeps you informed about things that matter to you?	71.6%	74.7%
	To what extent do you agree or disagree with the following "Teign Housing treats me fairly and with respect"?	80.4%	83%
	Tenants 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?	36.6%	41.1%
	Tenants 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?	64.9%	66.6%
	How satisfied are you that Teign Housing makes a positive contribution to your neighbourhood?	62.5%	63.1%
	How satisfied or dissatisfied are you with Teign Housing's approach to handling anti-social behaviour?	57.3%	60.3%