



Tenant Satisfaction Measures

Survey of shared owners results 2025/26

	Tenant Perception Measure	Result 2025/26	Result 2024/25
	Taking everything into account, how satisfied or dissatisfied are you with the service provided by Teign Housing?	49.3%	53.33%
	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?	70.6%	79.69%
	How satisfied or dissatisfied are you that Teign Housing listens to your views and acts upon them?	31.4%	50.00%
	How satisfied or dissatisfied are you that Teign Housing keeps you informed about things that matter to you?	61.4%	61.76%
	To what extent do you agree or disagree with the following "Teign Housing treats me fairly and with respect"?	61.5%	73.24%

The Tenant Satisfaction Measures for 2025/26 are based on the views of 72 respondents.

	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?	16.7%	50.00%
	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?	22.2%	31.03%
	How satisfied are you that Teign Housing makes a positive contribution to your neighbourhood?	42.6%	46.27%
	How satisfied or dissatisfied are you with Teign Housing's approach to handling anti-social behaviour?	34.2%	31.58%