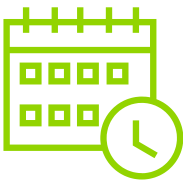




Tenant Satisfaction Measures

Survey of tenants 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?	75.6%	76.3%
	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?	76.3%	74.0%
	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?	73.7%	72.4%
	How satisfied or dissatisfied are you that Teign Housing provides a home that is well maintained?	76.6%	74.6%
	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?	79.6%	80.3%
	How satisfied or dissatisfied are you that Teign Housing listens to your views and acts upon them?	63.4%	62.4%

The Tenant Satisfaction Measures for 2025/26 are based on the views of 1,691 respondents.

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

	Tenant Perception Measure	Result 2025/26	Result 2024/25
	How satisfied or dissatisfied are you that Teign Housing keeps you informed about things that matter to you?	71.2%	71.6%
	To what extent do you agree or disagree with the following "Teign Housing treats me fairly and with respect"?	78.6%	80.4%
	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?	32.3%	36.6%
	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?	66.3%	64.9%
	How satisfied are you that Teign Housing makes a positive contribution to your neighbourhood?	64.5%	62.5%
	How satisfied or dissatisfied are you with Teign Housing's approach to handling anti-social behaviour?	61.0%	57.3%