

Copy of Tenant Satisfaction Measures 2024

Monday, January 20, 2025

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63

Total Responses

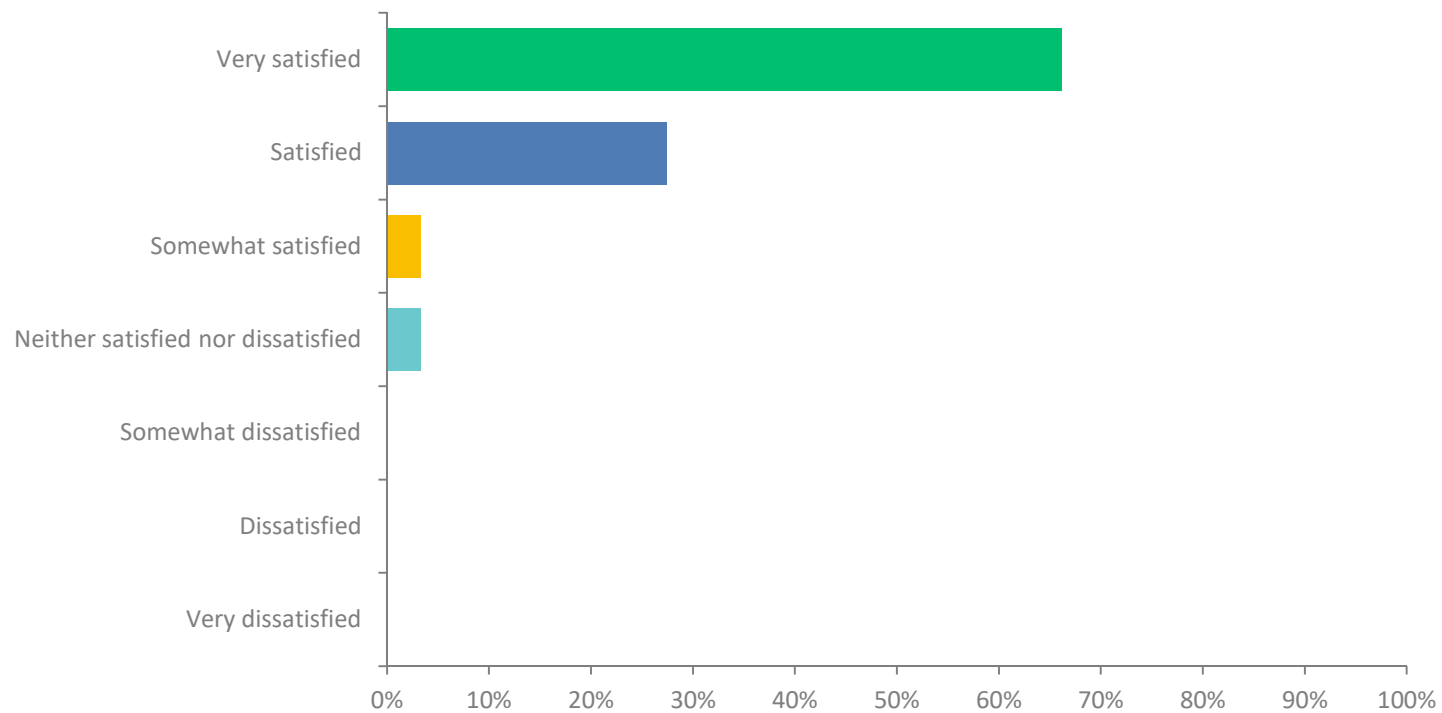
Date Created: Tuesday, November 05, 2024

Complete Responses: 63

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Q1: Taking everything into account, how satisfied or dissatisfied are you with the service provided by your landlord

Answered: 62 Skipped: 1



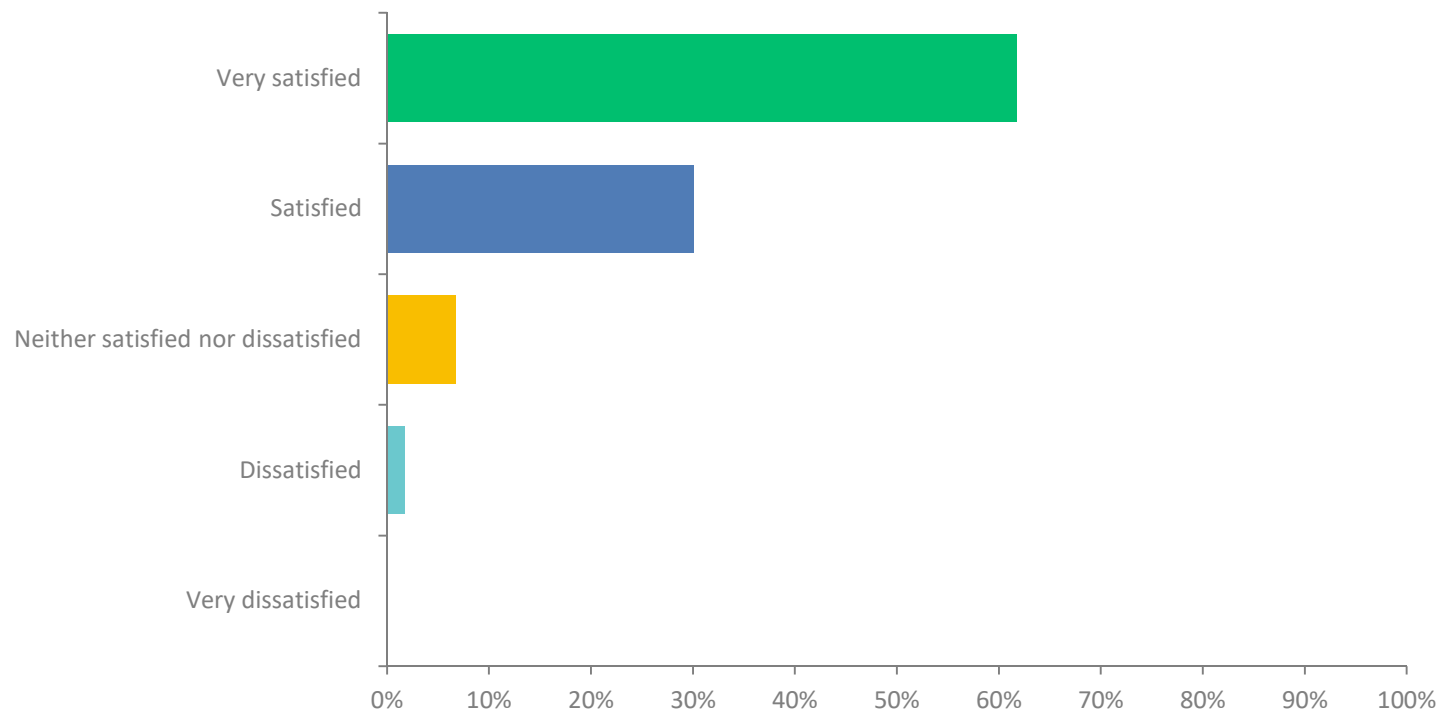
Q1: Taking everything into account, how satisfied or dissatisfied are you with the service provided by your landlord

Answered: 62 Skipped: 1

ANSWER CHOICES	RESPONSES	
Very satisfied	66.13%	41
Satisfied	27.42%	17
Somewhat satisfied	3.23%	2
Neither satisfied nor dissatisfied	3.23%	2
Somewhat dissatisfied	0.00%	0
Dissatisfied	0.00%	0
Very dissatisfied	0.00%	0
TOTAL		62

with the overall repairs service from your landlord over the last 12 months

Answered: 60 Skipped: 3



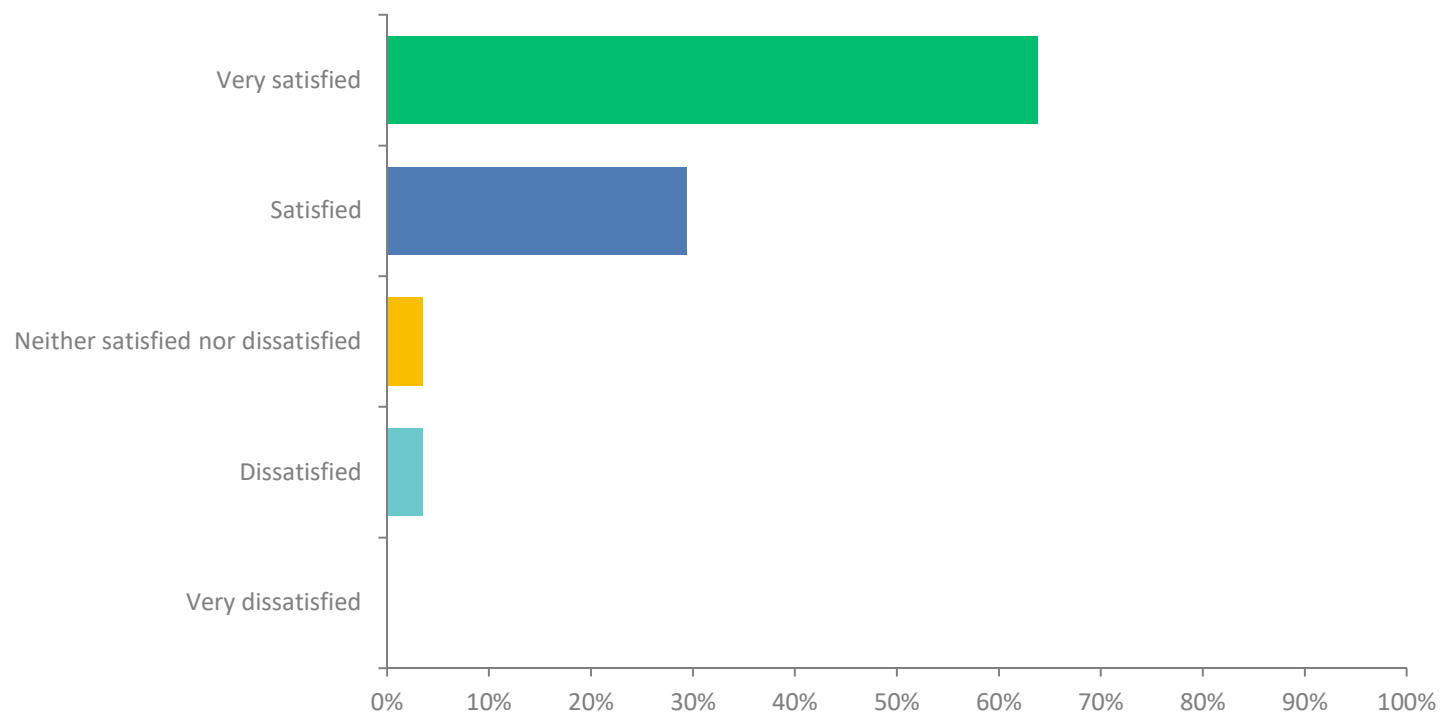
with the overall repairs service from your landlord over the last 12 months

Answered: 60 Skipped: 3

ANSWER CHOICES	RESPONSES	
Very satisfied	61.67%	37
Satisfied	30.00%	18
Neither satisfied nor dissatisfied	6.67%	4
Dissatisfied	1.67%	1
Very dissatisfied	0.00%	0
TOTAL		60

months? If yes, how satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

Answered: 58 Skipped: 5



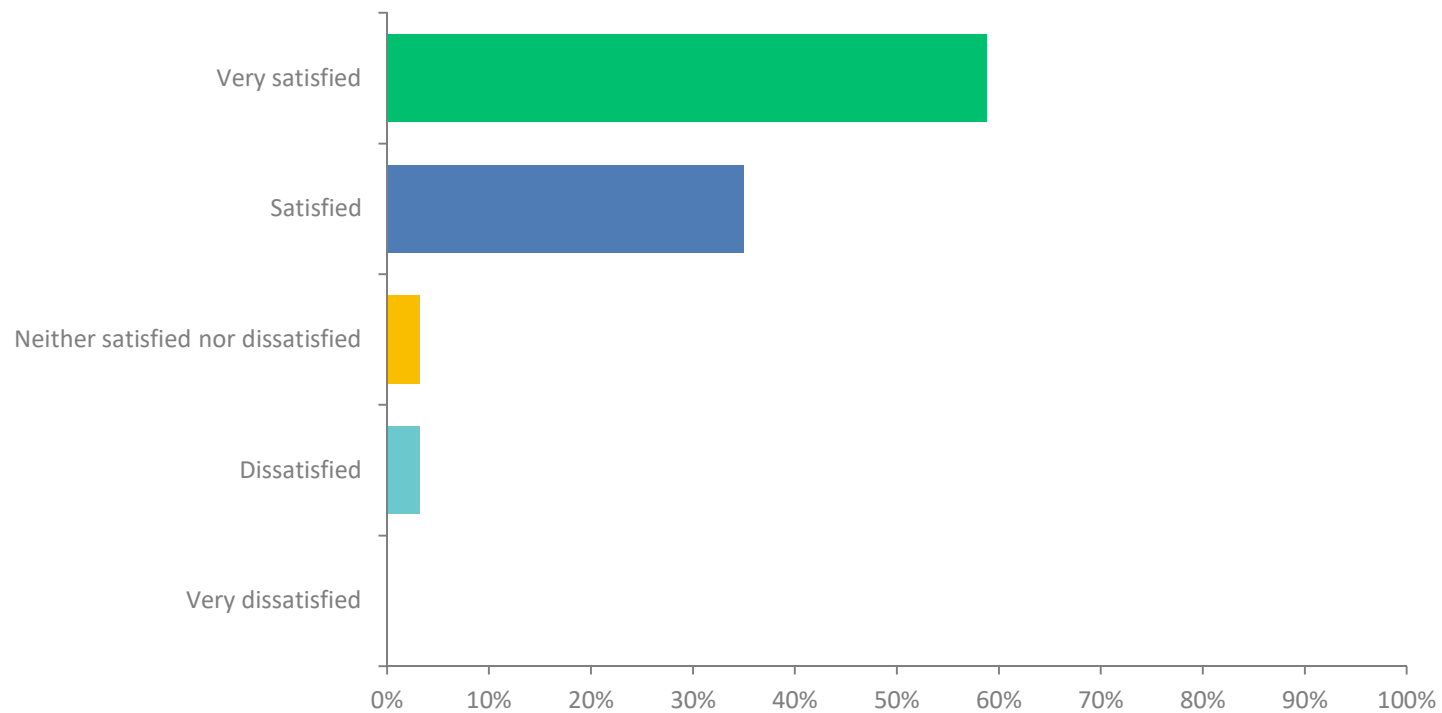
months? If yes, how satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

Answered: 58 Skipped: 5

ANSWER CHOICES	RESPONSES	
Very satisfied	63.79%	37
Satisfied	29.31%	17
Neither satisfied nor dissatisfied	3.45%	2
Dissatisfied	3.45%	2
Very dissatisfied	0.00%	0
TOTAL		58

Q4: How satisfied or dissatisfied are you that your landlord provides a home that is well maintained?

Answered: 63 Skipped: 0



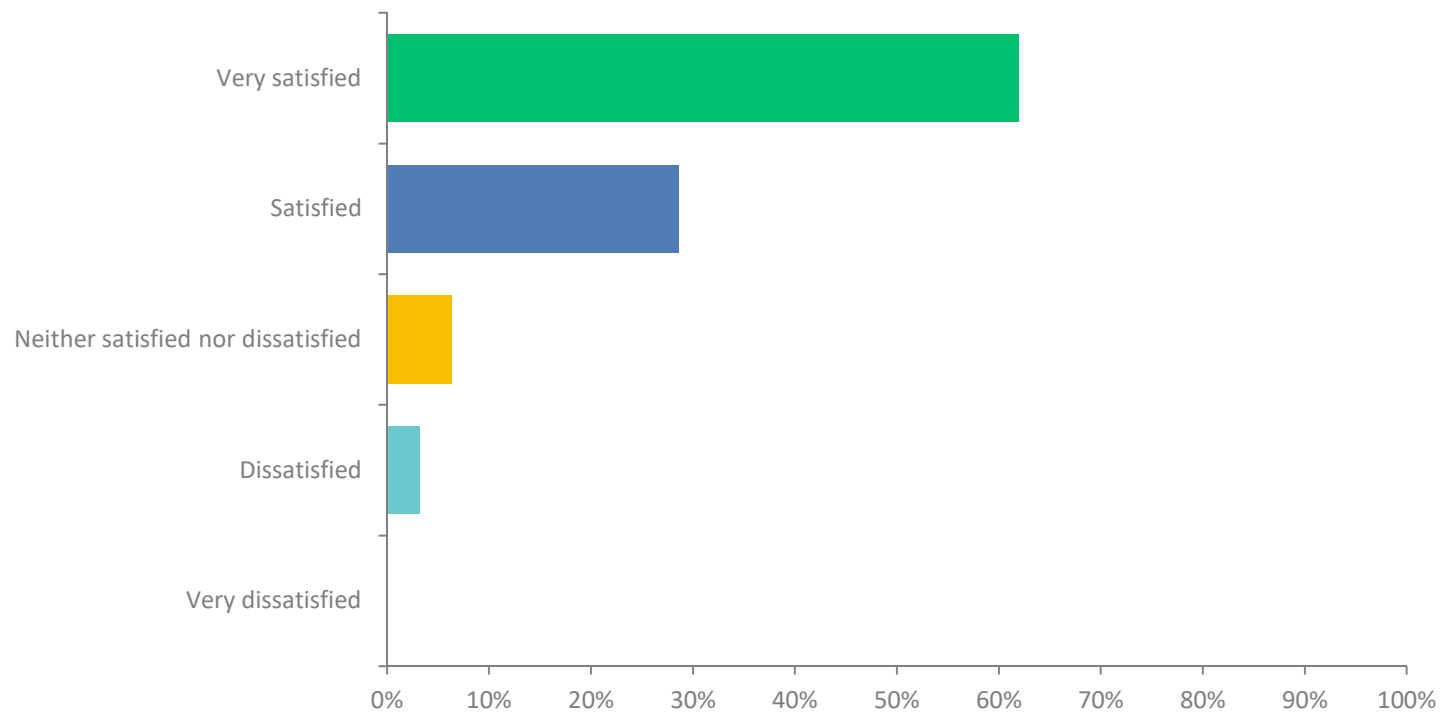
Q4: How satisfied or dissatisfied are you that your landlord provides a home that is well maintained?

Answered: 63 Skipped: 0

ANSWER CHOICES	RESPONSES	
Very satisfied	58.73%	37
Satisfied	34.92%	22
Neither satisfied nor dissatisfied	3.17%	2
Dissatisfied	3.17%	2
Very dissatisfied	0.00%	0
TOTAL		63

how satisfied or dissatisfied are you that your landlord provides a home that is safe?

Answered: 63 Skipped: 0



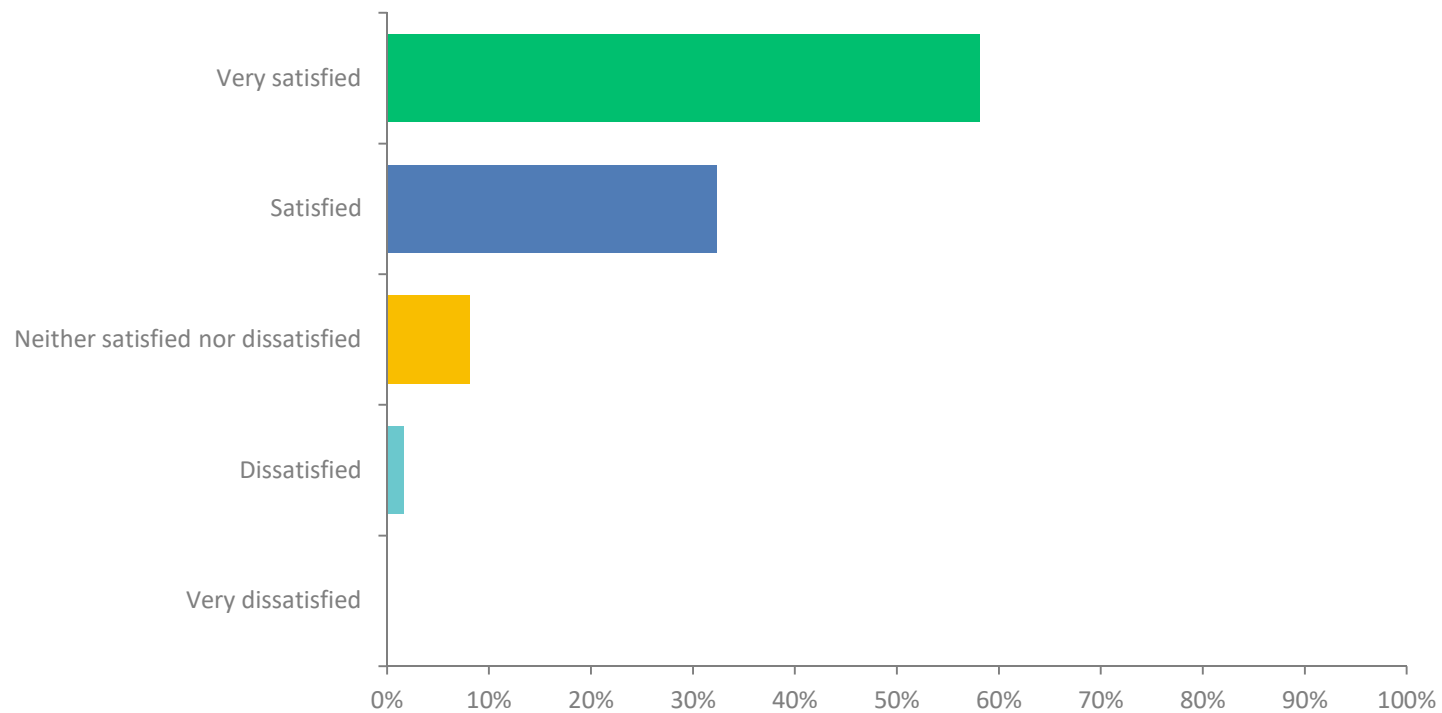
how satisfied or dissatisfied are you that your landlord provides a home that is safe?

Answered: 63 Skipped: 0

ANSWER CHOICES	RESPONSES	
Very satisfied	61.90%	39
Satisfied	28.57%	18
Neither satisfied nor dissatisfied	6.35%	4
Dissatisfied	3.17%	2
Very dissatisfied	0.00%	0
TOTAL		63

Q6: How satisfied or dissatisfied are you that your landlord listens to your views and acts upon them?

Answered: 62 Skipped: 1



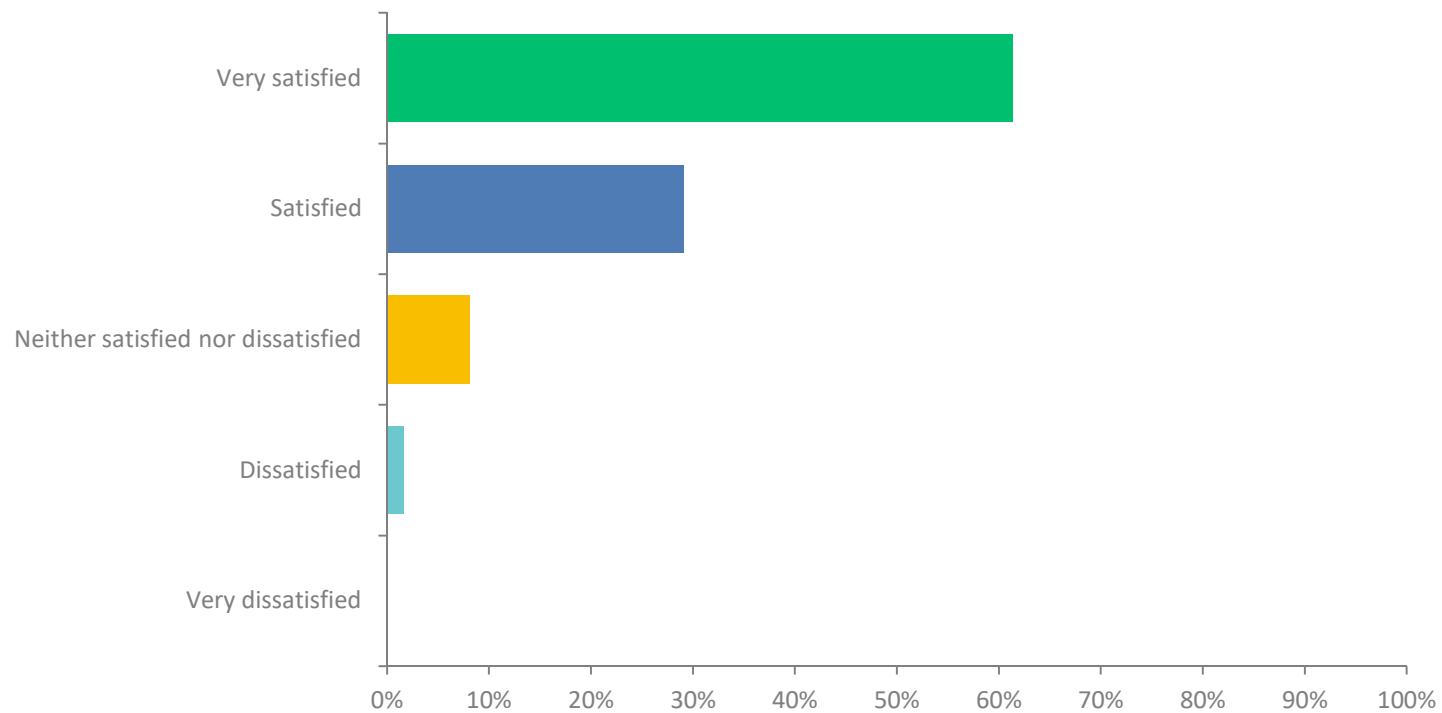
Q6: How satisfied or dissatisfied are you that your landlord listens to your views and acts upon them?

Answered: 62 Skipped: 1

ANSWER CHOICES	RESPONSES	
Very satisfied	58.06%	36
Satisfied	32.26%	20
Neither satisfied nor dissatisfied	8.06%	5
Dissatisfied	1.61%	1
Very dissatisfied	0.00%	0
TOTAL		62

Q7: How satisfied or dissatisfied are you that your landlord keeps you informed about things that matter to you?

Answered: 62 Skipped: 1



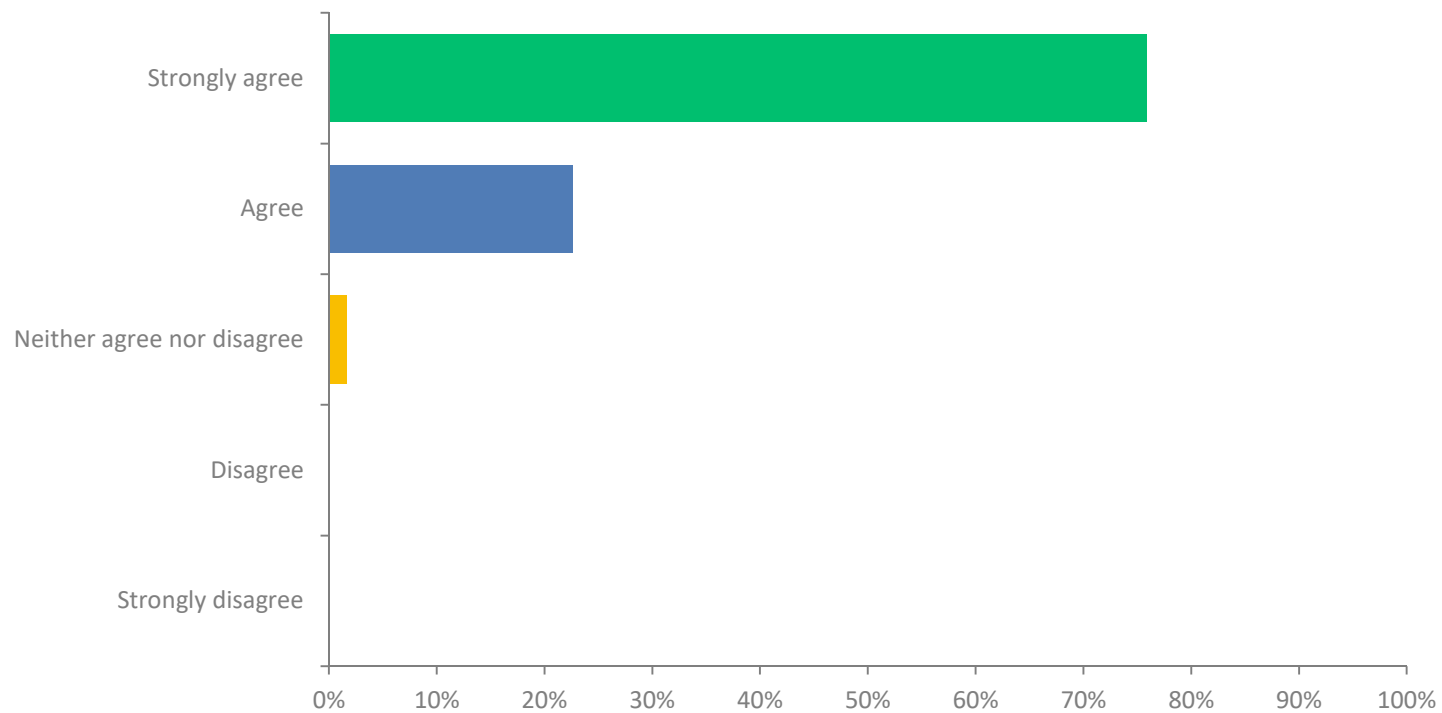
Q7: How satisfied or dissatisfied are you that your landlord keeps you informed about things that matter to you?

Answered: 62 Skipped: 1

ANSWER CHOICES	RESPONSES	
Very satisfied	61.29%	38
Satisfied	29.03%	18
Neither satisfied nor dissatisfied	8.06%	5
Dissatisfied	1.61%	1
Very dissatisfied	0.00%	0
TOTAL		62

Q8: To what extent do you agree or disagree with the following: My landlord treats me fairly and with respect

Answered: 62 Skipped: 1



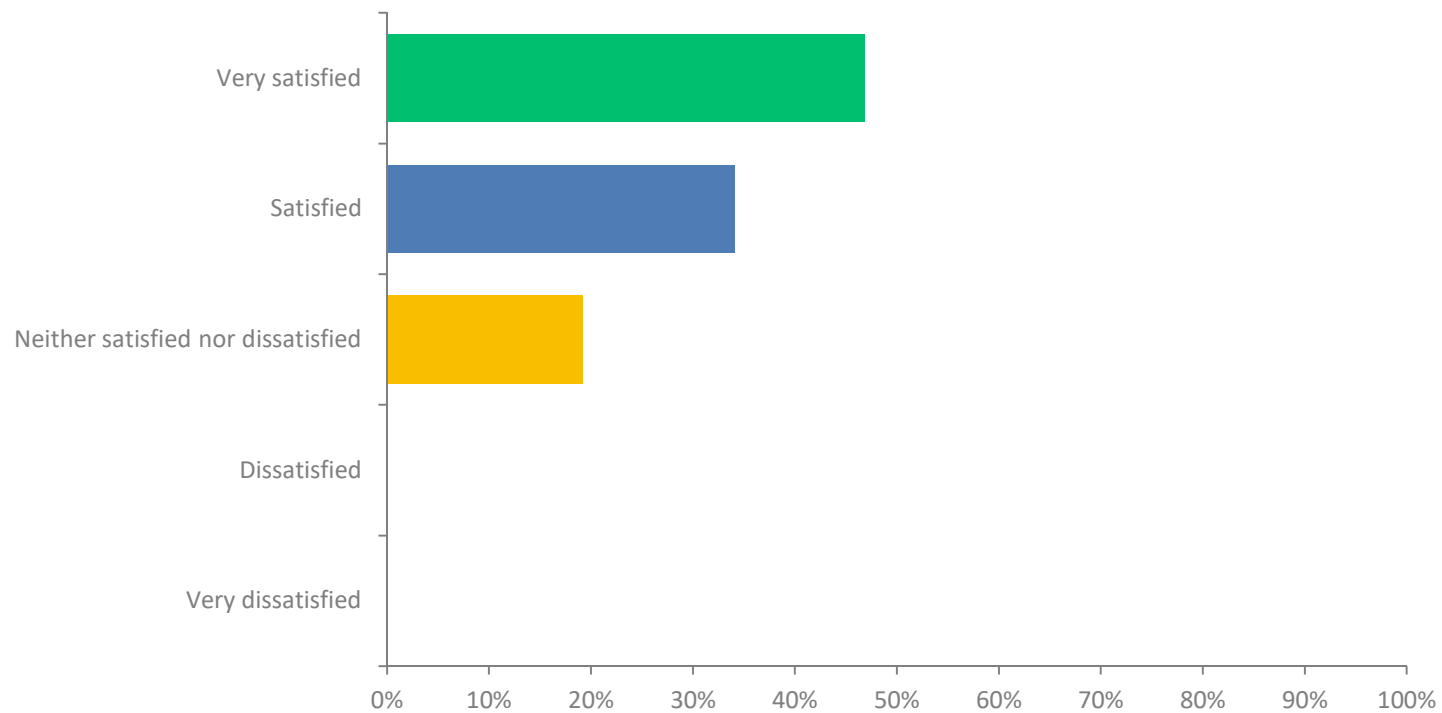
Q8: To what extent do you agree or disagree with the following: My landlord treats me fairly and with respect

Answered: 62 Skipped: 1

ANSWER CHOICES	RESPONSES	
Strongly agree	75.81%	47
Agree	22.58%	14
Neither agree nor disagree	1.61%	1
Disagree	0.00%	0
Strongly disagree	0.00%	0
TOTAL		62

yes, how satisfied or dissatisfied are you with your landlords approach to complaints handling?

Answered: 47 Skipped: 16



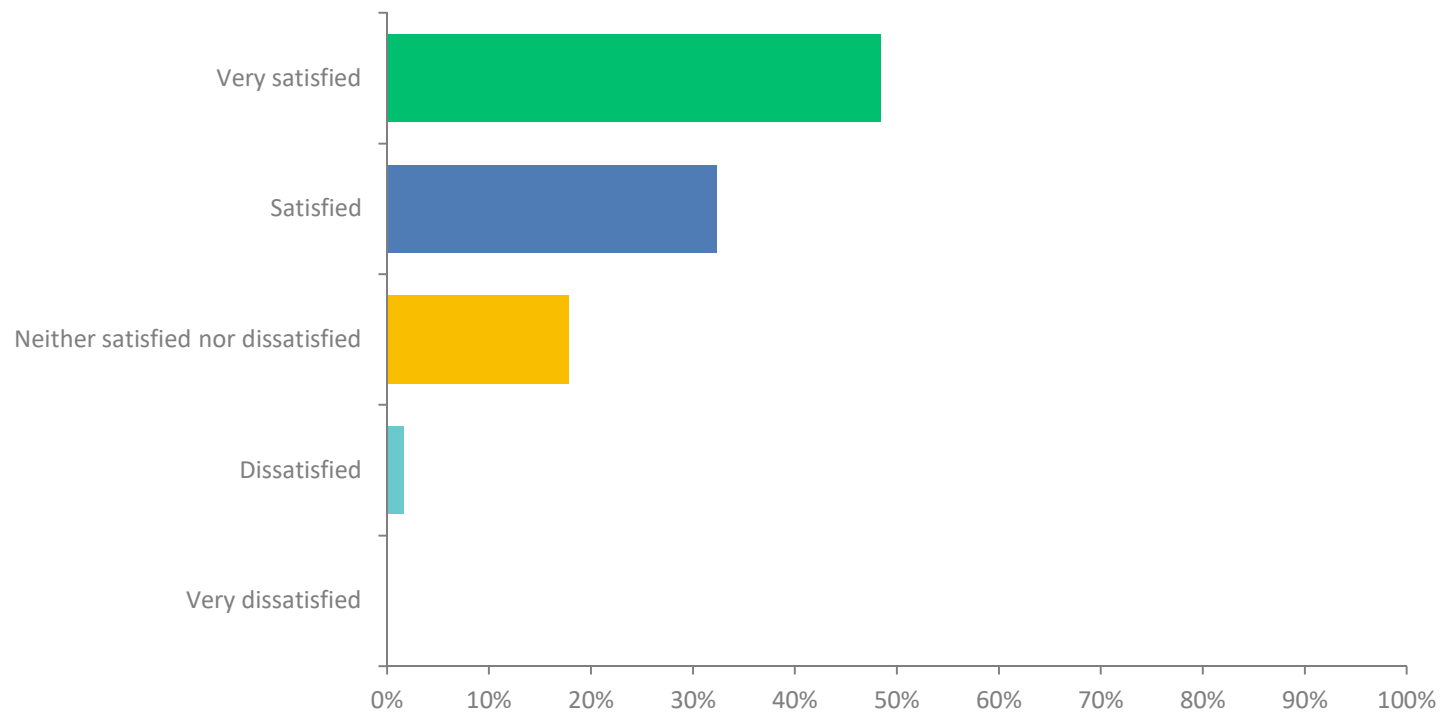
yes, how satisfied or dissatisfied are you with your landlords approach to complaints handling?

Answered: 47 Skipped: 16

ANSWER CHOICES	RESPONSES	
Very satisfied	46.81%	22
Satisfied	34.04%	16
Neither satisfied nor dissatisfied	19.15%	9
Dissatisfied	0.00%	0
Very dissatisfied	0.00%	0
TOTAL		47

Q10: How satisfied or dissatisfied are you that your landlord makes a positive contribution to your neighbourhood?

Answered: 62 Skipped: 1



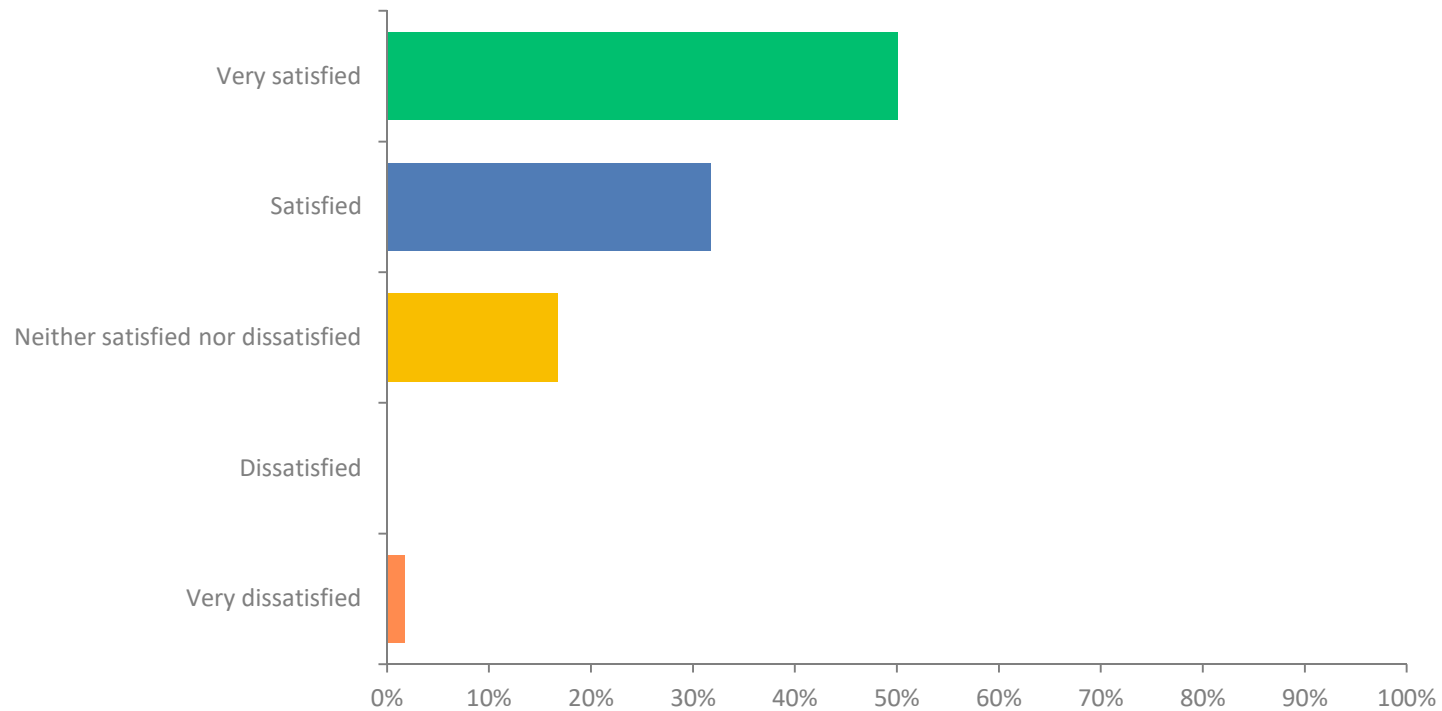
Q10: How satisfied or dissatisfied are you that your landlord makes a positive contribution to your neighbourhood?

Answered: 62 Skipped: 1

ANSWER CHOICES	RESPONSES	
Very satisfied	48.39%	30
Satisfied	32.26%	20
Neither satisfied nor dissatisfied	17.74%	11
Dissatisfied	1.61%	1
Very dissatisfied	0.00%	0
TOTAL		62

Q11: How satisfied or dissatisfied are you with your landlord's approach to handling anti-social behavior or disputes within a shared house?

Answered: 60 Skipped: 3



Q11: How satisfied or dissatisfied are you with your landlord's approach to handling anti-social behavior or disputes within a shared house?

Answered: 60 Skipped: 3

ANSWER CHOICES	RESPONSES	
Very satisfied	50.00%	30
Satisfied	31.67%	19
Neither satisfied nor dissatisfied	16.67%	10
Dissatisfied	0.00%	0
Very dissatisfied	1.67%	1
TOTAL		60