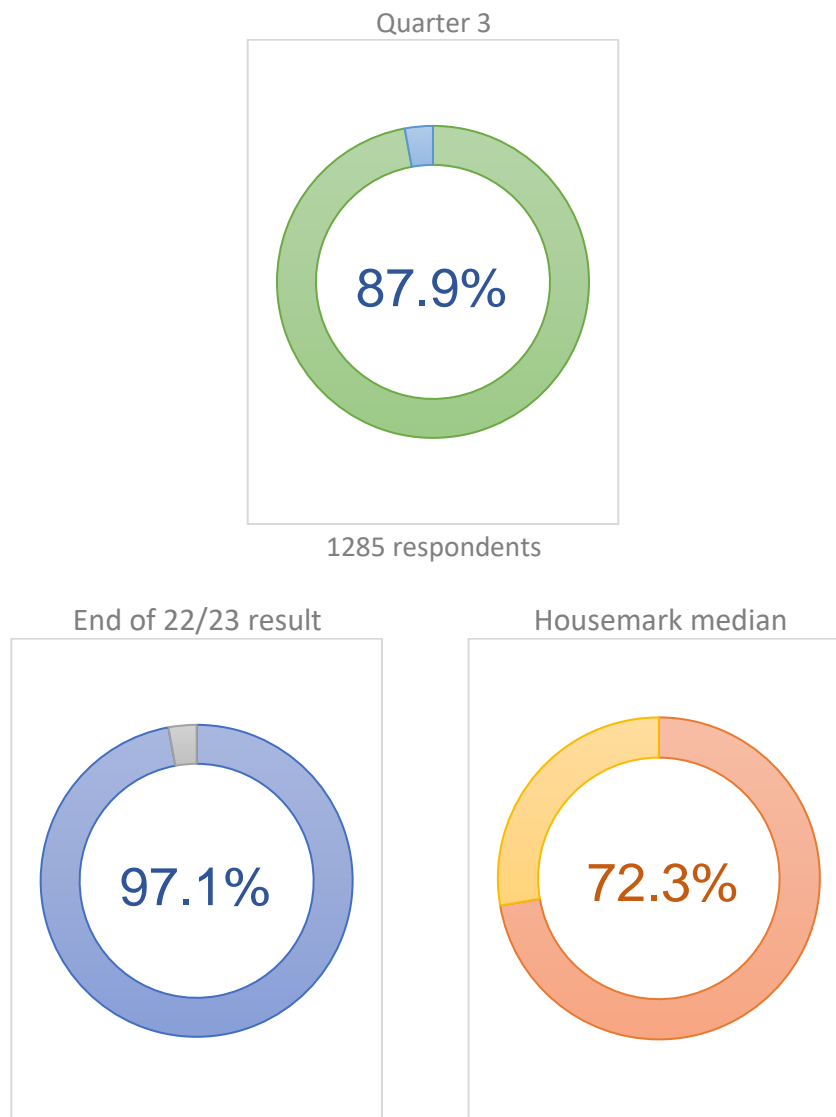


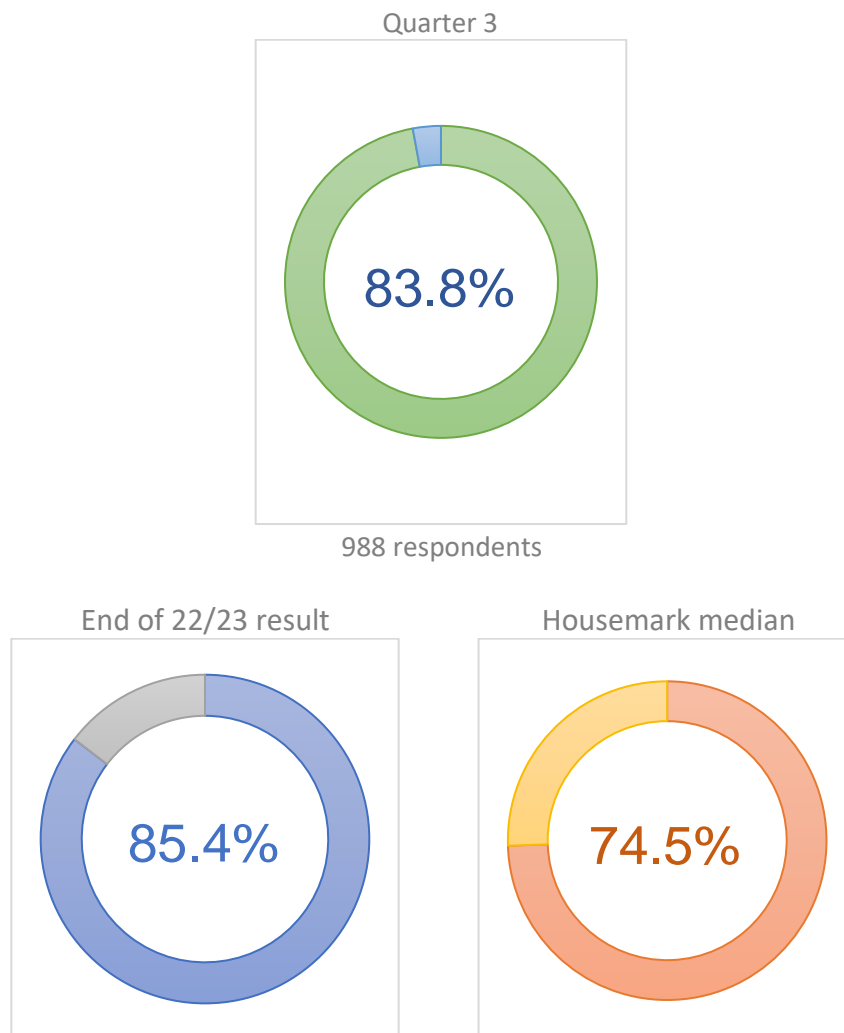
## Satisfaction

Proportion of respondents who report that they are satisfied with the overall service from their landlord (TP01)



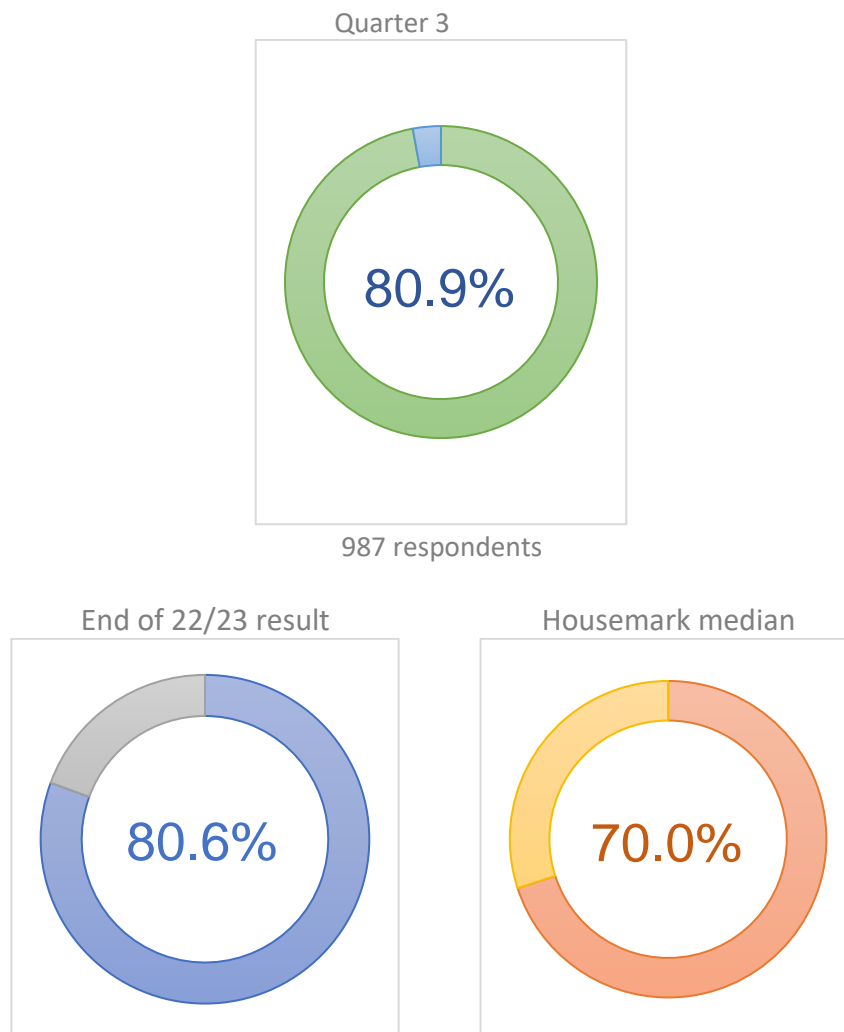
## Keeping properties in good repair

Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service (TP02)



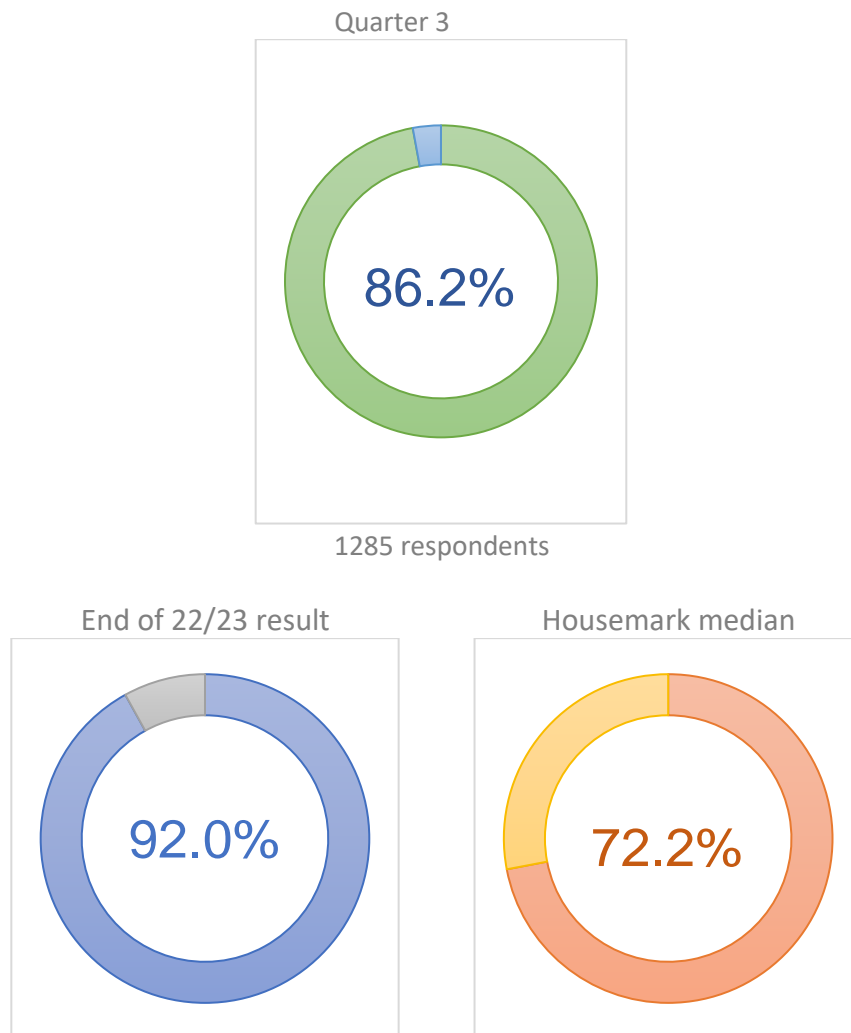
## Appendix 1: Tenant Satisfaction Measures – Perception survey data

Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair (TP03)



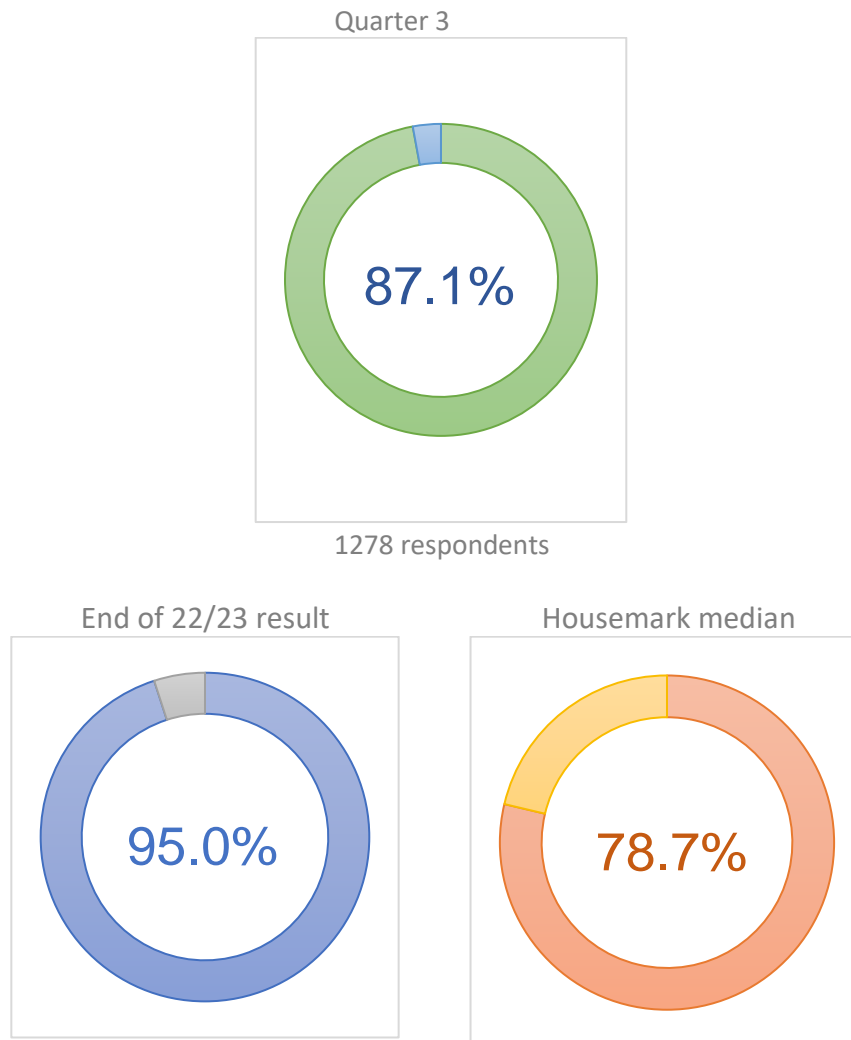
## Appendix 1: Tenant Satisfaction Measures – Perception survey data

Proportion of respondents who report that they are satisfied that their home is well maintained (TP04)



## Maintaining building safety

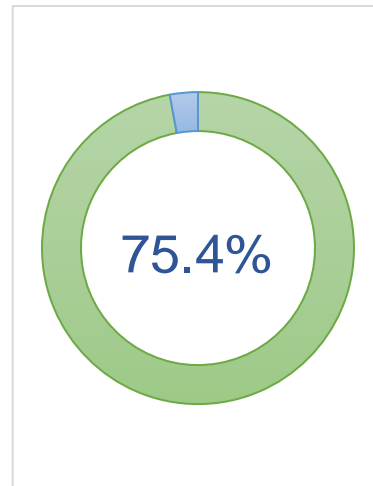
Proportion of respondents who report that they are satisfied that their home is safe (TP05)



## Respectful and helpful engagement

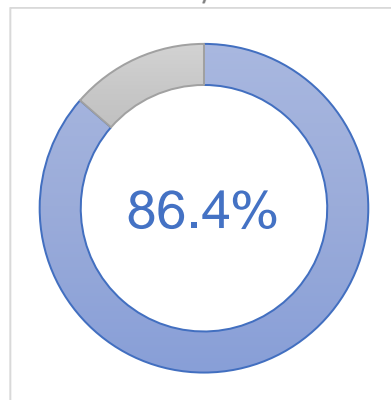
Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them (TP06)

Quarter 3

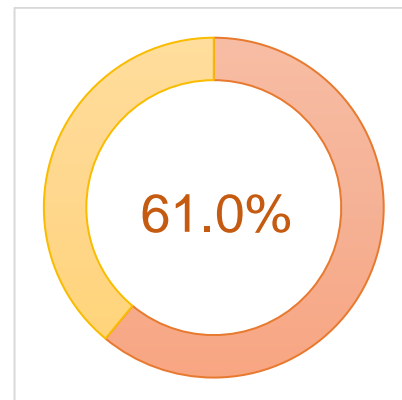


1149 respondents

End of 22/23 result

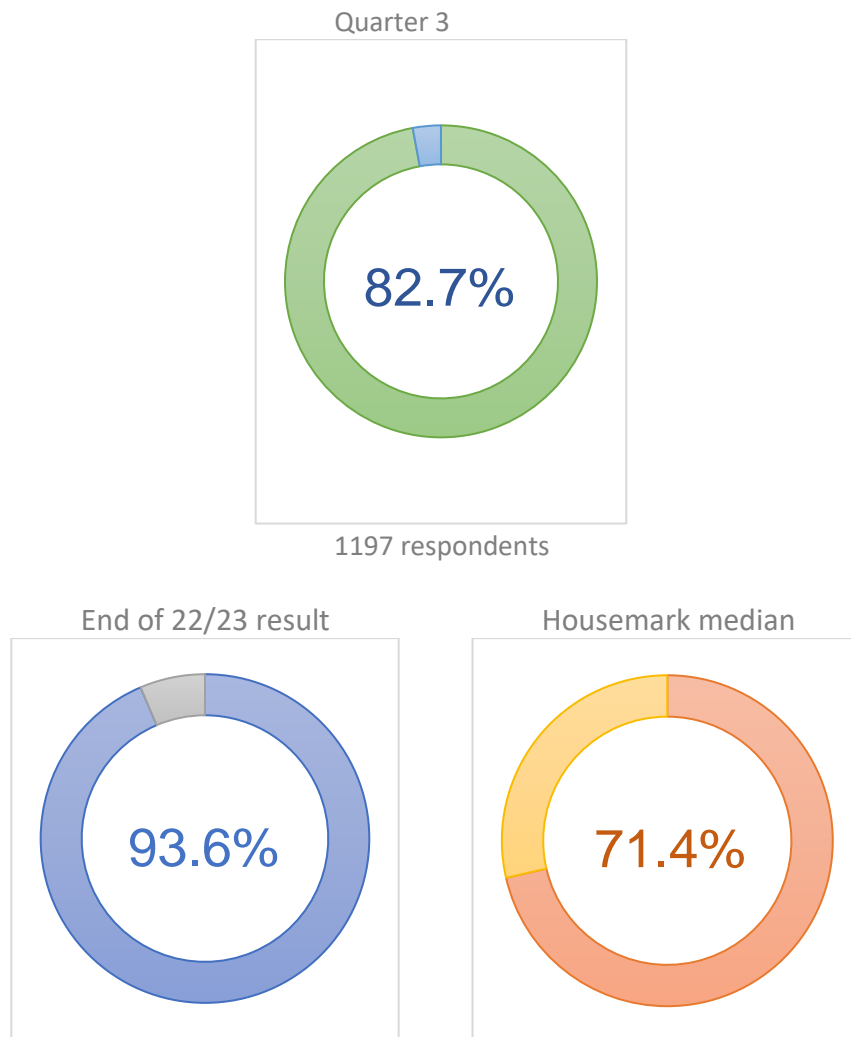


Housemark median



## Appendix 1: Tenant Satisfaction Measures – Perception survey data

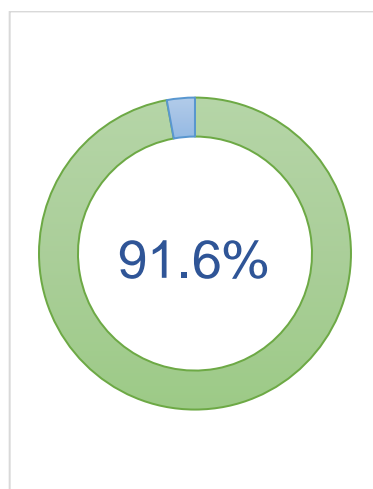
Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them (TP07)



## Appendix 1: Tenant Satisfaction Measures – Perception survey data

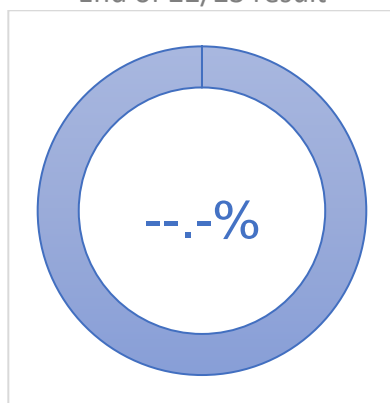
Proportion of respondents who report that they agree their landlord treats them fairly and with respect (TP08)

Quarter 3

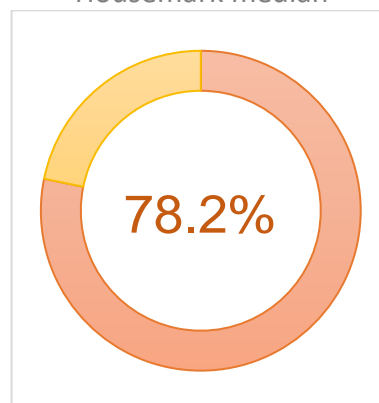


1261 respondents

End of 22/23 result



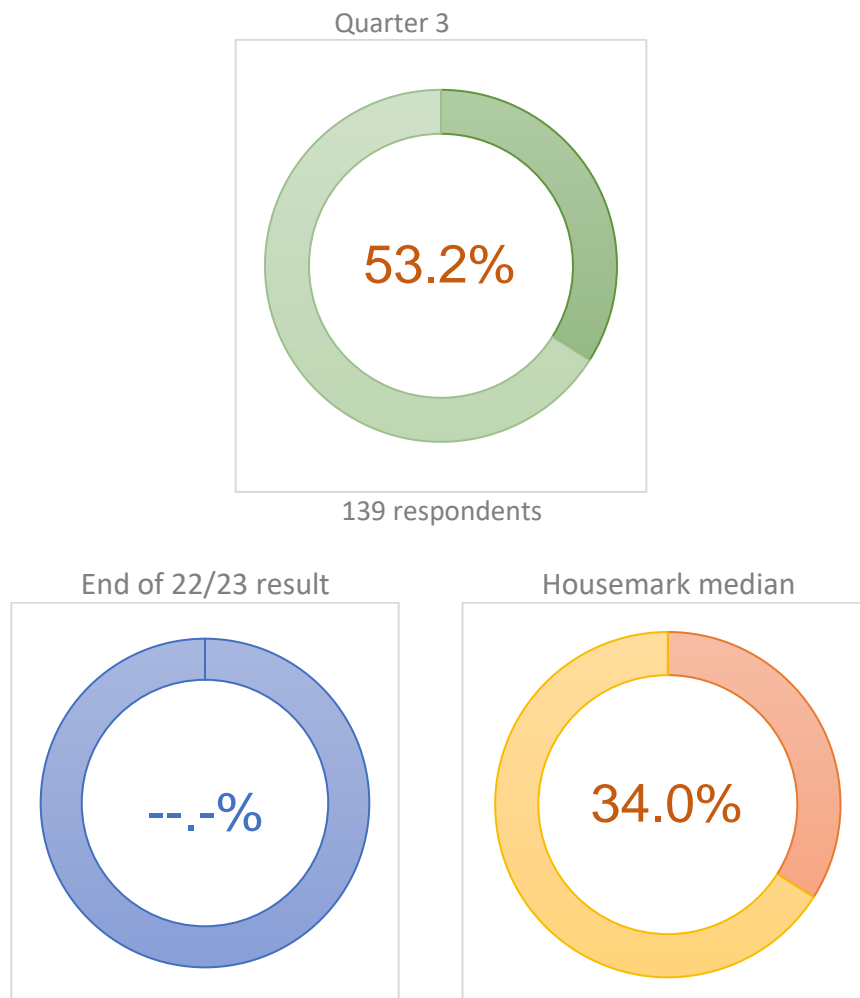
Housemark median





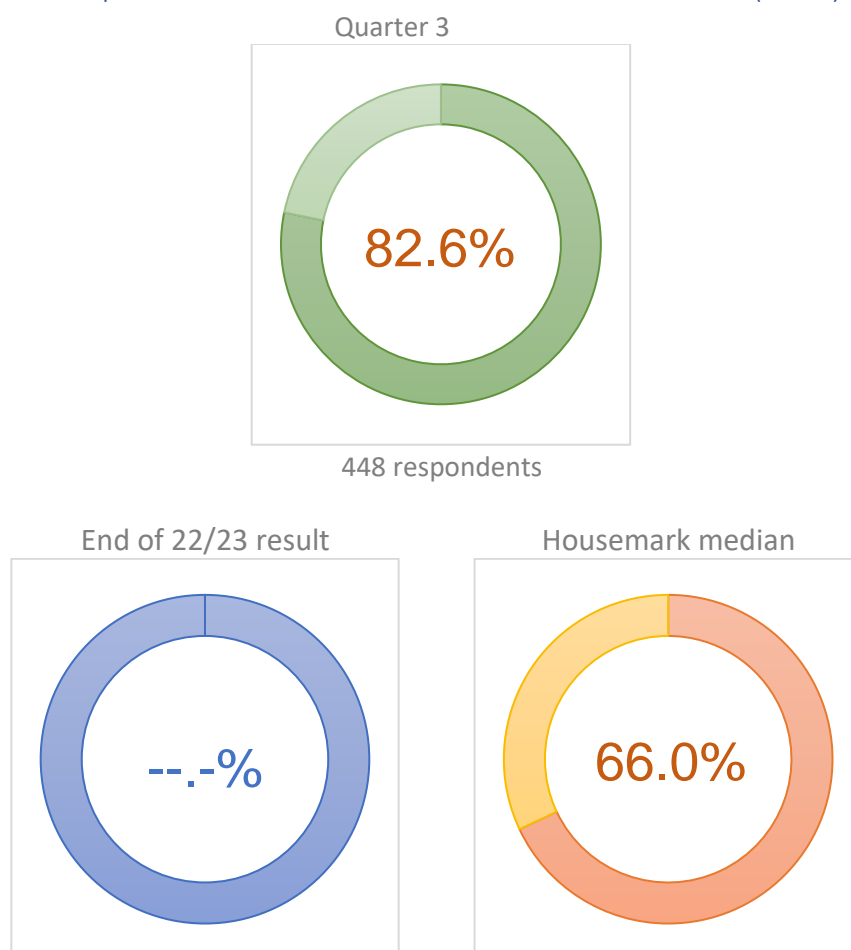
## Effective handling of complaints

Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling (TP09)



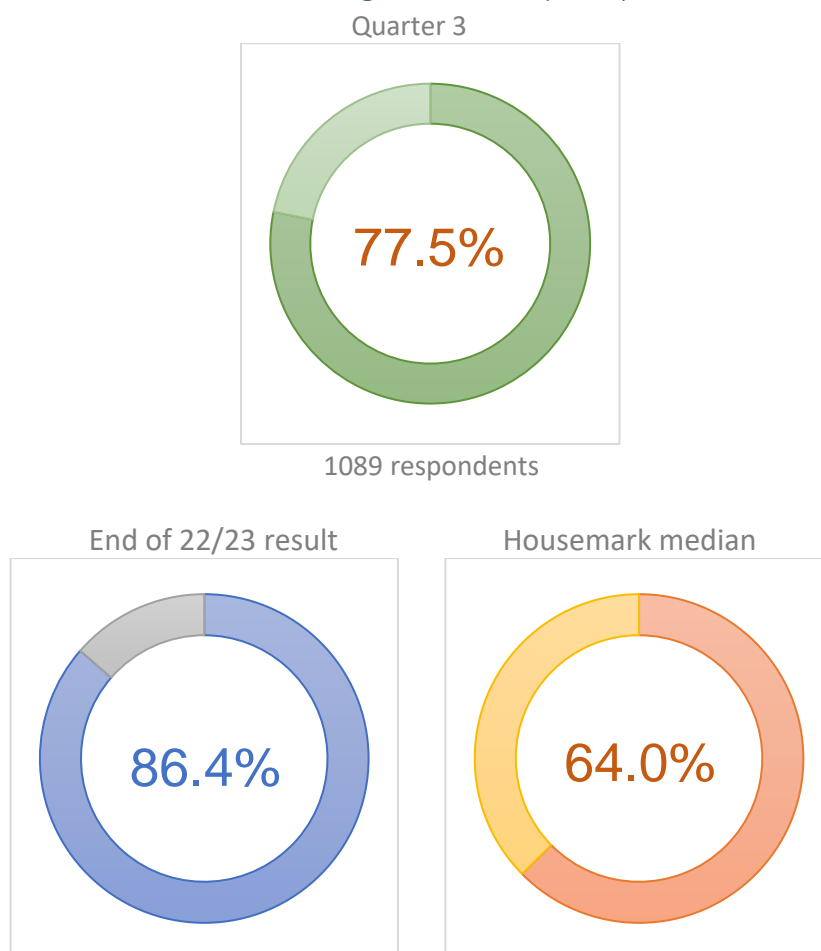
## Responsible neighbourhood management

Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained (TP10)



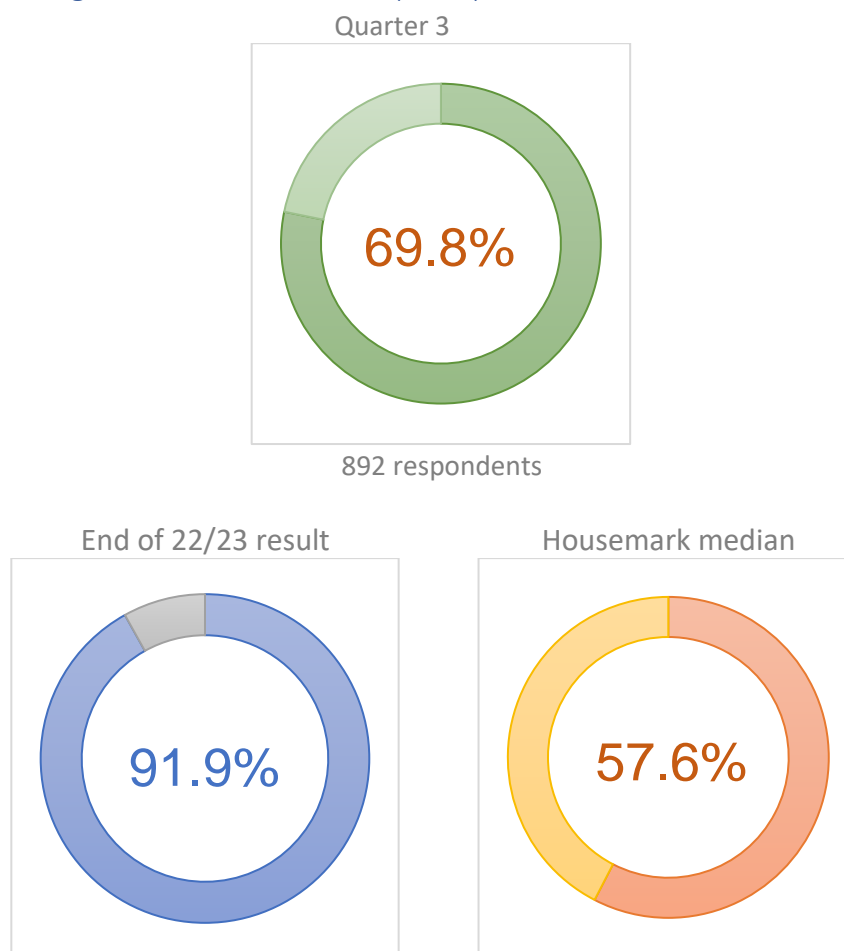
## Appendix 1: Tenant Satisfaction Measures – Perception survey data

Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood (TP11)



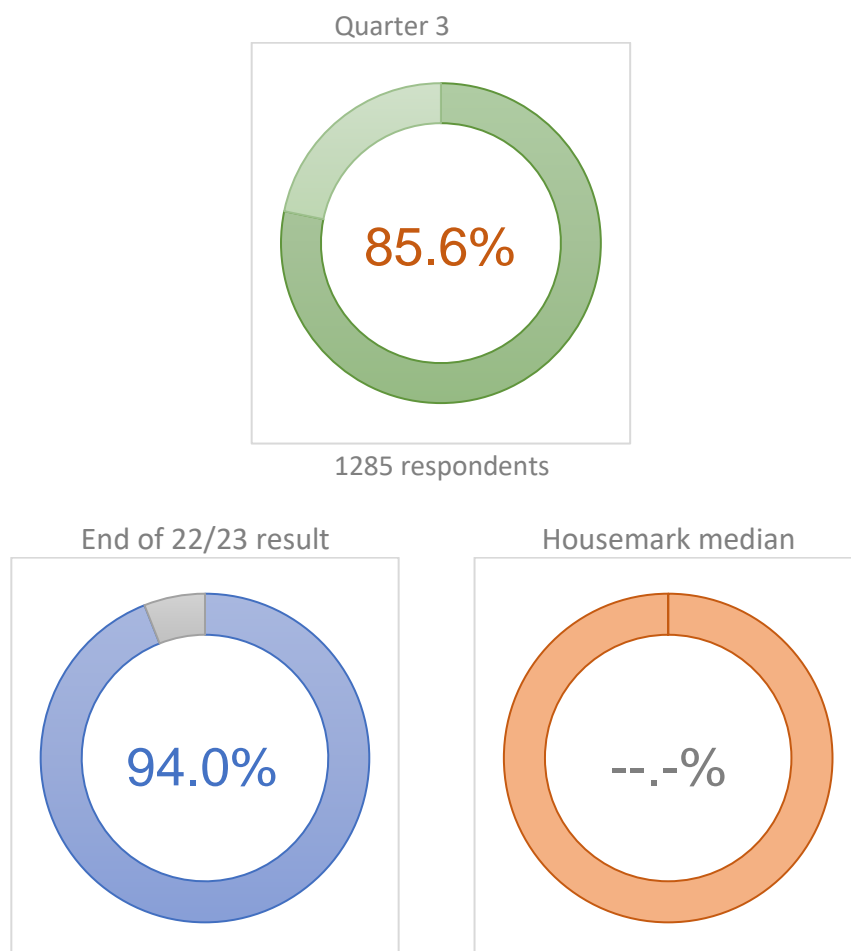
## Appendix 1: Tenant Satisfaction Measures – Perception survey data

Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour (TP12)



## Non-TSM measures

Proportion of respondents who report that they are satisfied that Derby Homes is easy to deal with



## Appendix 1: Tenant Satisfaction Measures – Perception survey data

Proportion of respondents who report that they are satisfied that their rent provides value for money

