

	LCRA				LCHO	
	Liverpool City Region	London	North	South & Central	All Regions (excluding London)	London
TP01 Overall satisfaction	71.4%	49.3%	69.7%	73.2%	47.6%	17.3%
TP02 Satisfaction with repairs	73.2%	56.4%	71.4%	76.3%	-	-
TP03 Satisfaction with time taken to complete most recent repair	71.3%	53.0%	68.8%	73.8%	-	-
TP04 Satisfaction that the home is well maintained	69.5%	52.7%	69.2%	75.1%	-	-
TP05 Satisfaction that the home is safe	77.1%	61.7%	77.3%	80.4%	70.0%	38.9%
TP06 Satisfaction that the landlord listens to tenant views and acts upon them	62.9%	43.9%	60.8%	64.6%	34.4%	12.9%
TP07 Satisfaction that the landlord keeps tenants informed about things that matter to them	69.4%	56.8%	70.3%	70.8%	52.0%	30.0%
TP08 Agreement that the landlord treats tenants fairly and with respect	76.4%	59.9%	75.8%	77.4%	55.6%	31.5%
TP09 Satisfaction with the landlord's approach to handling complaints	39.6%	27.5%	34.2%	33.1%	19.9%	7.2%
TP10 Satisfaction that the landlord keeps communal areas clean and well maintained	63.5%	52.8%	70.0%	68.7%	46.1%	32.2%
TP11 Satisfaction that the landlord makes a positive contribution to neighbourhoods	60.3%	44.2%	60.6%	62.3%	38.8%	19.6%
TP12 Satisfaction with the landlord's approach to handling anti-social behaviour	58.2%	46.4%	55.8%	59.6%	35.1%	23.0%
% had a repair	76.1%	67.0%	72.2%	71.9%	-	-
% made a complaint	31.5%	48.6%	27.3%	32.0%	31.0%	54.0%
% with communal areas	48.1%	80.4%	52.5%	60.2%	45.0%	90.1%