



25/26 Tenant Satisfaction Measures – Regional Results

Combined Scores (LCRA & LCHO)	Liverpool City Region	London	North	South & Central
TP01 Overall satisfaction	71.2%	46.7%	74.5%	72.6%
TP02 Satisfaction with repairs	73.2%	57.6%	79.7%	78.8%
TP03 Satisfaction with time taken to complete most recent repair	71.7%	52.5%	75.3%	75.8%
TP04 Satisfaction that the home is well maintained	69.8%	52.9%	74.2%	73.4%
TP05 Satisfaction that the home is safe	78.4%	61.1%	78.4%	79.5%
TP06 Satisfaction that the landlord listens to tenant views and acts upon them	62.2%	39.5%	64.3%	63.8%
TP07 Satisfaction that the landlord keeps tenants informed about things that matter to them	69.4%	56.5%	71.2%	69.6%
TP08 Agreement that the landlord treats tenants fairly and with respect	74.8%	58.9%	78.8%	77.3%
TP09 Satisfaction with the landlord's approach to handling complaints	34.5%	20.5%	39.3%	38.5%
TP10 Satisfaction that the landlord keeps communal areas clean and well maintained	63.3%	53.3%	69.0%	70.8%
TP11 Satisfaction that the landlord makes a positive contribution to neighbourhoods	60.8%	46.4%	64.5%	62.8%
TP12 Satisfaction with the landlord's approach to handling anti-social behaviour	61.0%	45.0%	61.4%	59.6%

% had a repair	84.5%	64.6%	69.3%	72.2%
% made a complaint	29.4%	46.0%	25.8%	30.5%
% with communal areas	47.9%	84.8%	53.6%	58.8%

LCRA = Low Cost Rental Accommodation, LCHO = Low Cost Home Ownership



25/26 Tenant Satisfaction Measures - Low Cost Rental Accommodation - Regional Results

LCRA Scores	Liverpool City Region	London	North	South & Central
TP01 Overall satisfaction	72.5%	50.8%	75.5%	76.2%
TP02 Satisfaction with repairs	73.3%	59.0%	79.8%	79.0%
TP03 Satisfaction with time taken to complete most recent repair	71.8%	53.9%	75.3%	76.1%
TP04 Satisfaction that the home is well maintained	70.9%	56.2%	75.2%	76.9%
TP05 Satisfaction that the home is safe	78.9%	64.6%	78.7%	80.6%
TP06 Satisfaction that the landlord listens to tenant views and acts upon them	63.3%	43.9%	65.5%	67.3%
TP07 Satisfaction that the landlord keeps tenants informed about things that matter to them	70.2%	61.6%	72.1%	72.5%
TP08 Agreement that the landlord treats tenants fairly and with respect	75.8%	62.6%	79.7%	80.0%
TP09 Satisfaction with the landlord's approach to handling complaints	35.3%	23.4%	40.2%	41.6%
TP10 Satisfaction that the landlord keeps communal areas clean and well maintained	64.9%	55.9%	70.3%	73.1%
TP11 Satisfaction that the landlord makes a positive contribution to neighbourhoods	61.7%	50.7%	65.8%	66.2%
TP12 Satisfaction with the landlord's approach to handling anti-social behaviour	61.7%	49.6%	62.4%	61.5%
% had a repair	84.5%	64.6%	69.3%	72.2%
% made a complaint	28.4%	43.1%	25.8%	30.2%
% with communal areas	48.4%	82.9%	56.3%	62.5%

LCRA = Low Cost Rental Accommodation



25/26 Tenant Satisfaction Measures - Low Cost home Ownership - Regional Results

LCHO Scores	London	Outside of London
TP01 Overall satisfaction	23.6%	45.4%
TP05 Satisfaction that the home is safe	41.5%	67.7%
TP06 Satisfaction that the landlord listens to tenant views and acts upon them	13.9%	34.1%
TP07 Satisfaction that the landlord keeps tenants informed about things that matter to them	29.5%	48.4%
TP08 Agreement that the landlord treats tenants fairly and with respect	38.5%	53.6%
TP09 Satisfaction with the landlord's approach to handling complaints	7.0%	17.8%
TP10 Satisfaction that the landlord keeps communal areas clean and well maintained	39.7%	36.8%
TP11 Satisfaction that the landlord makes a positive contribution to neighbourhoods	23.6%	35.2%
TP12 Satisfaction with the landlord's approach to handling anti-social behaviour	20.9%	35.1%

% made a complaint	53.6%	31.0%
% with communal areas	90.0%	41.3%

LCHO = Low Cost Home Ownership