

**Tenant Satisfaction Measures**

We have captured a portion of the year, 01/10/2023 – 31/03/2024, and the headline results are below:

We had 7 residents who responded to the request for the survey. Although this response is disappointing it is not wholly unexpected as the properties are used for interim and temporary accommodation and the cohort is extremely transient.

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| 85.72% Overall Satisfaction  (National Median Average – 71.3%) | 100% Satisfaction with Repairs  (National Median Average – 72.3%) | 100% Satisfaction with Time taken to complete the most recent repair  (National Median Average – 67.4%) |
| 85.72% Satisfaction that the property is well maintained  (National Median Average – 70.8%) | 85.72% Satisfaction that the home is safe  (National Median Average – 76.7%) | 85.72% Satisfaction that the landlord listens to tenant views and acts upon them  (National Median Average – 60.4%) |
| 85.72% Satisfaction that the landlord keeps tenants informed about things that matter to them  (National Median Average – 70.3%) | 85.72% Agreement that the landlord treats tenants fairly and with respect  (National Median Average – 76.8%) | 75% Satisfaction with the landlord’s approach to handling complaints  (National Median Average – 34.5%) |
| 83.4% Satisfaction that the landlord keeps communal areas clean and well maintained  (National Median Average – 65.1%) | 100% Satisfaction that the landlord makes a positive contribution to neighbourhoods  (National Median Average – 63.1%) | 71.43% Satisfaction with the landlords approach to handling anti-social behaviour  (National Median Average – 57.8%) |

South Norfolk Council continues to invest in supporting the customers in it’s temporary and interim accommodation and these results show that the council positively helps its residents during the period they are homeless.