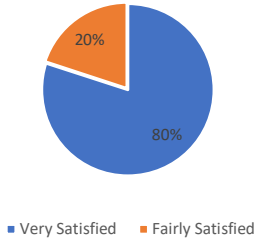


RELIANCE SOCIAL HOUSING - TSM - 2023-2024

Please note that the responders have been identified by property number to maintain anonymity.

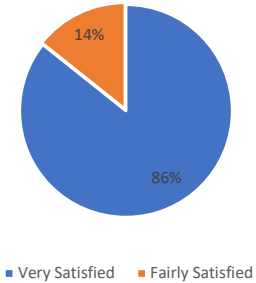
TP01 - Taking everything into account, how satisfied or dissatisfied are you with the service provided by [your landlord]?					
Survey Overall Scores	Very Satisfied	Fairly Satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
Property 1		1			
Property 2		1			
Property 3	1				
Property 4	1				
Property 5	1				
Property 6	1				
Property 7	1				
Property 8	1				
Property 9	1				
Property 10	1				
Total	8	2			100% satisfied

TP01 - Taking everything into account, how satisfied or dissatisfied are you with the service provided by [your landlord]?



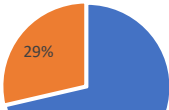
TP02 - Has [your landlord] carried out a repair to your home in the last 12 months?					
Survey Overall Scores	Very Satisfied	Fairly Satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
Property 1	1				
Property 2					
Property 3	1				
Property 4	1				
Property 5	1				
Property 6					
Property 7					
Property 8	1				
Property 9	1				
Property 10		1			
Total	6	1			100% satisfied

TP02 - Has [your landlord] carried out a repair to your home in the last 12 months?



TP03 - Has [your landlord] carried out a repair to your home in the last 12 months? - If yes, 'How satisfied or dissatisfied are you with the time taken to complete your most recent repair after your reported it?					
Survey Overall Scores	Very Satisfied	Fairly Satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
Property 1	1				
Property 2					
Property 3	1				
Property 4	1				
Property 5		1			
Property 6					

TP03 - Has [your landlord] carried out a repair to your home in the last 12 months? - If yes, 'How satisfied or dissatisfied are you with the time taken to complete your most recent repair after your reported it?



Property 7					
Property 8	1				
Property 9	1				
Property 10		1			
Total	5	2			100% satisfied

TP04 - How satisfied or dissatisfied are you that [your landlord] provides a home that is well maintained?

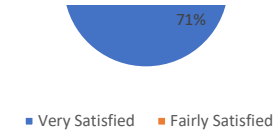
Survey Overall Scores	Very Satisfied	Fairly Satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
Property 1			1		
Property 2	1				
Property 3	1				
Property 4	1				
Property 5		1			
Property 6	1				
Property 7	1				
Property 8	1				
Property 9		1			
Property 10	1				
Total	7	2	1		90% satisfied

TP05 - Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that [your landlord] provides a home that is safe?

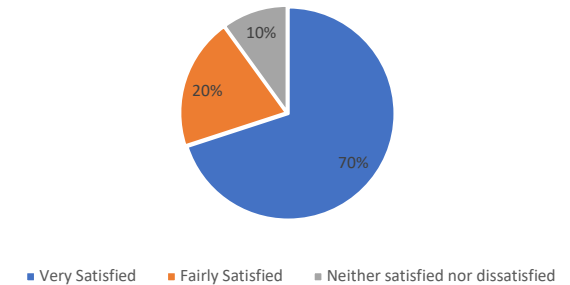
Survey Overall Scores	Very Satisfied	Fairly Satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
Property 1	1				
Property 2	1				
Property 3	1				
Property 4	1				
Property 5	1				
Property 6	1				
Property 7	1				
Property 8	1				
Property 9	1				
Property 10	1				
Total	10				100% satisfied

TP06 - How satisfied or dissatisfied are you that [your landlord] listens to your views and acts upon them?

Survey Overall Scores	Very Satisfied	Fairly Satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied



TP04 - How satisfied or dissatisfied are you that [your landlord] provides a home that is well maintained?



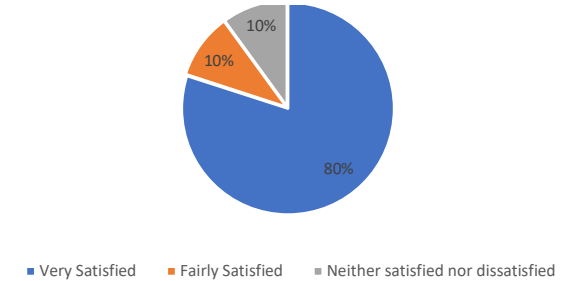
TP05 - Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that [your landlord] provides a home that is safe?



TP06 - How satisfied or dissatisfied are you that [your landlord] listens to your views and acts upon them?

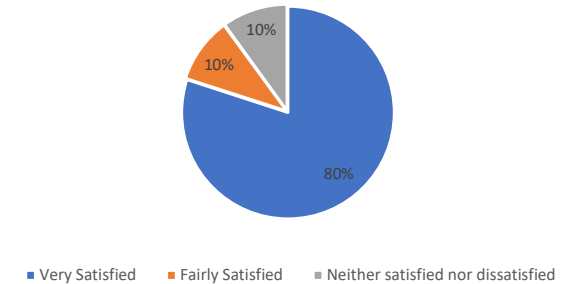


Property 1			1		
Property 2		1			
Property 3	1				
Property 4	1				
Property 5	1				
Property 6	1				
Property 7	1				
Property 8	1				
Property 9	1				
Property 10	1				
Total	8	1	1		90% satisfied



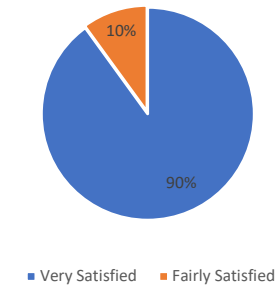
TP07 - How satisfied or dissatisfied are you that [your landlord] keeps you informed about things that matter to you?					
Survey Overall Scores	Very Satisfied	Fairly Satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
Property 1	1				
Property 2	1				
Property 3	1				
Property 4		1			
Property 5	1				
Property 6	1				
Property 7			1		
Property 8	1				
Property 9	1				
Property 10	1				
Total	8	1	1		90% satisfied

TP07 - How satisfied or dissatisfied are you that [your landlord] keeps you informed about things that matter to you?



TP08 - To what extent do you agree or disagree with the following "[my landlord] treats me fairly and with respect"?					
Survey Overall Scores	Very Satisfied	Fairly Satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
Property 1	1				
Property 2	1				
Property 3	1				
Property 4	1				
Property 5		1			
Property 6	1				
Property 7	1				
Property 8	1				
Property 9	1				
Property 10	1				
Total	9	1			100% satisfied

TP08 - To what extent do you agree or disagree with the following "[my landlord] treats me fairly and with respect"?



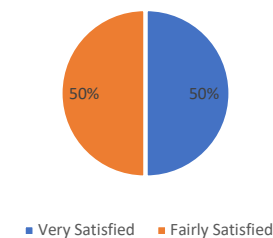
TP09 - Have you made a complaint to [your landlord] in the last 12 months? - If yes, 'How satisfied or dissatisfied are you with [your landlord]'s approach to complaints handling?'					
Survey Overall Scores	Very Satisfied	Fairly Satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
Property 1					
Property 2	1				
Property 3					
Property 4					
Property 5					
Property 6					
Property 7					
Property 8					
Property 9					
Property 10					
Total	1				100% satisfied

TP09 - Have you made a complaint to [your landlord] in the last 12 months? - If yes, 'How satisfied or dissatisfied are you with [your landlord]'s approach to complaints handling?



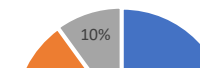
TP10 - Do you live in a building with communal areas, either inside or outside, that [your landlord] is responsible for maintaining? - If yes, 'How satisfied or dissatisfied are you that [your landlord] keeps these communal areas clean and well maintained?'					
Survey Overall Scores	Very Satisfied	Fairly Satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
Property 1	1	1			
Property 2					
Property 3					
Property 4					
Property 5					
Property 6	1	1			
Property 7					
Property 8					
Property 9					
Property 10					
Total	2	2			100% satisfied

TP10 - Do you live in a building with communal areas, either inside or outside, that [your landlord] is responsible for maintaining? - If yes, 'How satisfied or dissatisfied are you that [your landlord] keeps these communal areas clean and well maintained'

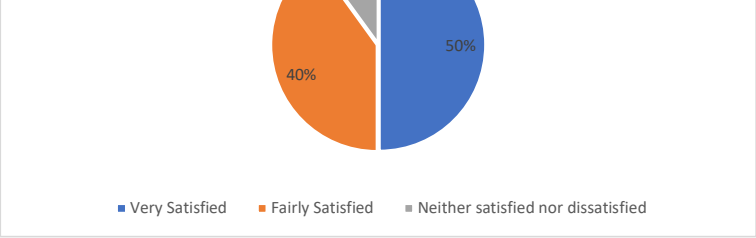


TP11 - How satisfied or dissatisfied are you that [your landlord] makes a positive contribution to your neighbourhood?					
Survey Overall Scores	Very Satisfied	Fairly Satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
Property 1			1		
Property 2	1				

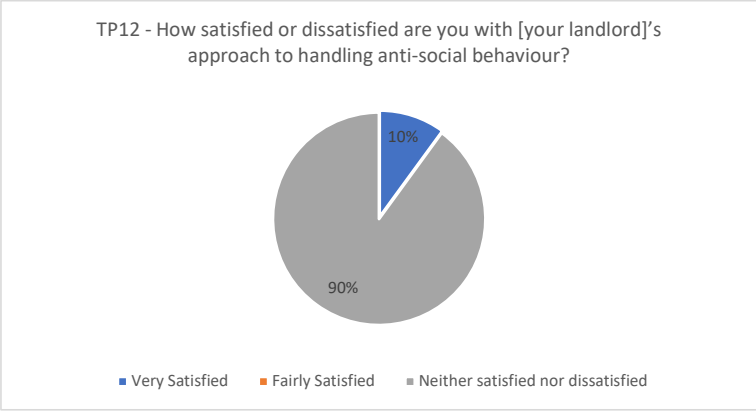
TP11 - How satisfied or dissatisfied are you that [your landlord] makes a positive contribution to your neighbourhood?



Property 3		1			
Property 4	1				
Property 5		1			
Property 6	1				
Property 7	1				
Property 8		1			
Property 9		1			
Property 10	1				
Total	5	4	1		90% satisfied



TP12 - How satisfied or dissatisfied are you with [your landlord]’s approach to handling anti-social behaviour?					
Survey Overall Scores	Very Satisfied	Fairly Satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
Property 1			1		
Property 2			1		
Property 3			1		
Property 4			1		
Property 5			1		
Property 6			1		
Property 7			1		
Property 8			1		
Property 9			1		
Property 10	1				
Total	1		9		11.11% Satisfied



Overall satisfaction based on TSM Technical data - 89.%