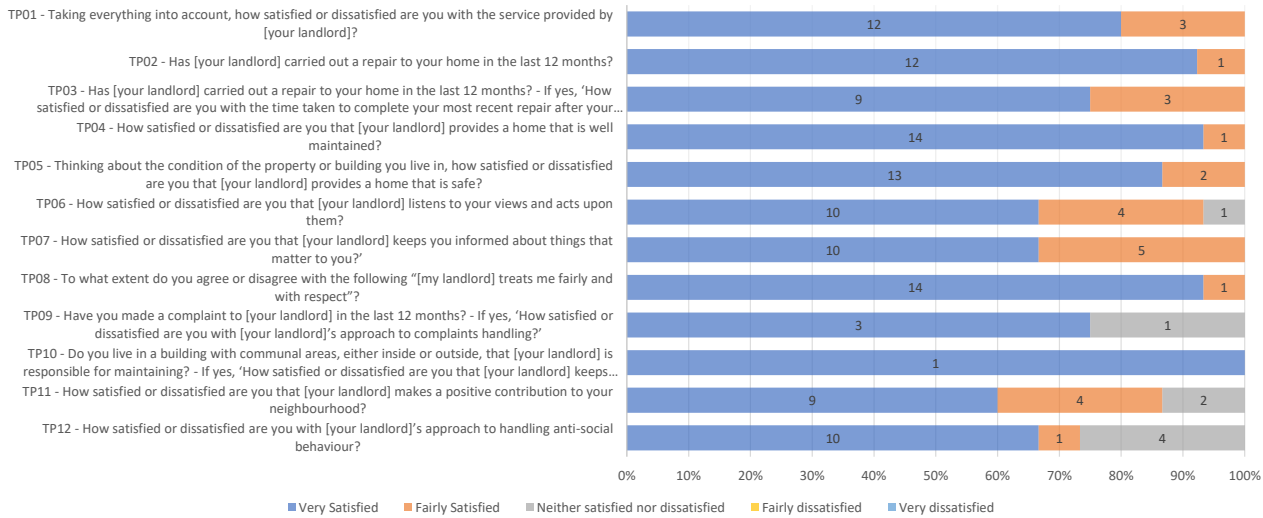


Tenant Satisfaction Measures (TSM) Results 2024-2025

Questions	Very Satisfied	Fairly Satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
TP12 - How satisfied or dissatisfied are you with [your landlord]’s approach to handling anti-social behaviour?	10	1	4		
TP11 - How satisfied or dissatisfied are you that [your landlord] makes a positive contribution to your neighbourhood?	9	4	2		
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?’	1				
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?’	3		1		
TP08 - To what extent do you agree or disagree with the following “[my landlord] treats me fairly and with respect”?	14	1			
TP07 - How satisfied or dissatisfied are you that [your landlord] keeps you informed about things that matter to you?	10	5			
TP06 - How satisfied or dissatisfied are you that [your landlord] listens to your views and acts upon them?	10	4	1		
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?	13	2			
TP04 - How satisfied or dissatisfied are you that [your landlord] provides a home that is well maintained?	14	1			
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?	9	3			
TP02 - Has [your landlord] carried out a repair to your home in the last 12 months?	12	1			
TP01 - Taking everything into account, how satisfied or dissatisfied are you with the service provided by [your landlord]?	12	3			

RELIANCE SOCIAL HOUSING TSM 2025



Satisfaction % as per
TSM Technical Guide

100%

100%

100%

100%

100%

100%

93.30%

100%

100%

75%

100%

86.60%

73.30%

Overall
Satisfaction

94%