



Ocean Housing

Tenant Satisfaction Measures for Rented Properties

Perception KPIs TSM

Tenant satisfaction measure	Lower quartile	Landlord median	Upper quartile	Ocean 2023-24 Target	Ocean 2024-25 Year 2	Difference Y1 – Y2	Ocean 2025-26 Target
<b>TP01</b> Satisfied with the overall service from their landlord	66.9	<b>73.2</b>	79.5	78.1	77	-1.1	79
<b>TP02</b> Satisfied with the overall repairs service	67.7	<b>73.3</b>	78.9	77.6	84	6.4	80
<b>TP03</b> Satisfied with the time taken to complete their most recent repair	61.9	<b>69.4</b>	75.8	70.3	78	7.7	79
<b>TP04</b> Satisfied that their home is well maintained	66.6	<b>72.7</b>	78.7	77.5	81	3.5	81
<b>TP05</b> Satisfied that their home is safe	73.3	<b>79.0</b>	84.6	83.3	86	2.7	85
<b>TP06</b> Satisfied that their landlord listens to tenant views and acts upon them	56.2	<b>63.3</b>	69.9	69.2	68	-1.2	66

Tenant satisfaction measure	Lower quartile	Landlord median	Upper quartile	Ocean 2023-24	Ocean 2024-25	Difference Y1 – Y2	Ocean 2025-26
<b>TP07</b> Satisfied that their landlord keeps them informed about things that matter to them	66.2	<b>72.8</b>	79.1	78.1	77	-1.1	75
<b>TP08</b> Agree their landlord treats them fairly and with respect	74.1	<b>79.4</b>	84.7	85.4	86	0.6	86
<b>TP09</b> Satisfied with their landlord’s approach to complaints handling	31.9	<b>37.0</b>	43.4	34.0	39	5.0	37
<b>TP10</b> Satisfied that their landlord keeps communal areas clean and well maintained	60.4	<b>66.8</b>	72.3	72.8	77	4.2	78
<b>TP11</b> Satisfied that their landlord makes a positive contribution to the neighbourhood	57.1	<b>64.7</b>	73.2	67.3	69	1.7	70
<b>TP12</b> Satisfied with their landlord’s approach to handling anti-social behaviour	54.6	<b>61.0</b>	67.8	65.3	68	2.7	65