

Appendix 1 – Tenant Satisfaction Measures results mid-year – Housemark – Quartile 1 is the lowest score.

TSM Perception Measures	Quartile 1	Median	Quartile 3	Bournemouth	Poole	BCP Homes Overall	Quartile
TP01 – “Taking everything into account, how satisfied or dissatisfied are you with the service provided by you landlord?”	65.01%	72.3%	79.2%	81%	75%	78%	Median
TP02 - ‘How satisfied or dissatisfied are you with the overall repairs service from your landlord over the last 12 months?’	67%	74.5%	80.0%	90%	76%	83%	Quartile 3
TP03 - ‘How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?’	62.8%	70.0%	76.3%	89%	75%	82%	Quartile 3
TP04 - How satisfied or dissatisfied are that your landlord provides a home that is well maintained?’	66.6%	72.2%	80.0%	87%	76%	81%	Quartile 3
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?’	72.2%	78.7%	85.6%	87%	77%	82%	Median
TP06 - ‘How satisfied or dissatisfied are you that your landlord listens to your views and acts upon them?’	53.2%	61.0%	69.04%	70%	64%	67%	Median
TP07 - ‘How satisfied or dissatisfied are you that your landlord keeps you informed about things that matter to you?’	65.0%	71.4%	78.8%	77%	69%	73%	Median
TP08 - To what extent do you agree or disagree with the following my landlord treats me fairly and with respect”?	72.0%	78.2%	84.6%	88%	80%	84%	Median
TP09 - ‘How satisfied or dissatisfied are you with your landlord’s approach to complaints handling?’	28.0%	34.0%	42.0%	33%	34%	34%	Median
TP10 - ‘How satisfied or dissatisfied are you that your landlord keeps these communal areas clean and well maintained?’	58.9%	66.0%	72.4%	73%	61%	67%	Median
TP11 - ‘How satisfied or dissatisfied are you that your landlord makes a positive contribution to your neighbourhood?’	57.3%	64.0%	74.0%	71%	62%	66%	Median
TP12 - ‘How satisfied or dissatisfied are you with your landlord’s approach to handling anti-social behaviour?’	51%	57.6%	64.0%	57%	55%	56%	Quartile 1