Tenant Satisfaction Measures (TSM) Breakdown By Area And Property Type
Q1 2026/27

			Area				Property Type		
TSM Measure	ForHousing Target	ForHousing Overall	Salford	Stockbridge Village	Fitton Hill	Other	House	Flat	Bungalow
TP01 Overall satisfaction	75%	67.8% (324/478)	69.3% (271/392)	60.0% (30/50)	55.6% (15/27)	88.9% (8/9)	65.1% (157/251)	74.0% (134/181)	71.7% (33/46)
TP02 Satisfaction with repairs over last 12 months	75%	70.2% (214/305)	68.7% (169/246)	73.5% (25/34)	80.0% (16/20)	80.0% (4/5)	60.8% (101/166)	82.0% (91/111)	78.6% (22/28)
TP03 Satisfaction with time taken to complete most recent repair	72%	68.0% (200/294)	68.6% (162/236)	60.6% (20/33)	70.0% (14/20)	80.0% (4/5)	60.6% (97/160)	77.6% (83/107)	74.1% (20/27)
TP04 Satisfaction home is well-maintained	78%	66.7% (299/448)	65.8% (244/371)	71.4% (30/42)	61.5% (16/26)	100.0% (9/9)	60.9% (145/238)	75.4% (126/167)	65.1% (28/43)
TP05 Satisfaction home is safe	80%	75.2% (337/448)	75.3% (278/369)	71.7% (33/46)	70.8% (17/24)	100.0% (9/9)	72.4% (173/239)	78.0% (131/168)	80.5% (33/41)
TP06 Satisfaction landlord listens to tenant views and acts upon them	73%	64.1% (259/404)	64.1% (214/334)	55.0% (22/40)	69.6% (16/23)	100.0% (7/7)	59.4% (126/212)	70.9% (107/151)	63.4% (26/41)
TP07 Satisfaction the landlord keeps tenants informed about things that matter to them	79%	70.9% (302/426)	70.2% (247/352)	73.8% (31/42)	69.6% (16/23)	88.9% (8/9)	61.9% (138/223)	79.0% (128/162)	87.8% (36/41)
TP08 Agreement landlord treats tenants fairly and with respect	86%	80.9% (339/419)	79.7% (275/345)	88.6% (39/44)	77.3% (17/22)	100.0% (8/8)	77.9% (173/222)	82.3% (130/158)	92.3% (36/39)
TP09 Satisfaction with the landlord's approach to handling complaints	45%	24.3% (28/115)	24.0% (23/96)	18.2% (2/11)	28.6% (2/7)	100.0% (1/1)	26.2% (17/65)	22.5% (9/40)	20.0% (2/10)
TP10 Satisfaction that the landlord keeps communal areas clean and well-maintained	70%	74.1% (122/167)	75.5% (108/143)	66.7% (10/15)	373.5% (3/8)	100.0% (1/1)	68.2% (15/22)	74.6% (97/130)	66.7% (10/15)
TP11 Satisfaction the landlord makes a positive contribution to neighbourhoods	78%	74.7% (245/328)	74.5% (205/275)	80.6% (25/31)	64.3% (9/14)	75.0% (6/8)	66.7% (108/162)	82.2% (111/135)	83.9% (26/31)
TP12 Satisfaction with the landlord's approach to handling anti-social behaviour	74%	67.3% (165/245)	67.5% (135/200)	64.0% (16/25)	76.9% (10/13)	57.1% (4/7)	61.7% (74/120)	71.2% (79/111)	85.7% (12/14)

Area Definitions

- **Salford** includes areas: Eccles, Little Hulton & Worsley, Irlam & Cadishead, Swinton, Ordsall, Broughton, Trafford.
- **Stockbridge Village** includes areas: Stockbridge Village and Huyton.
- **Fitton Hill** includes areas: Oldham South.
- **Other** includes areas: Ellesmere Port, Fylde, Halewood, Winsford.

Property Type Definitions

- **House** includes sub types: Detached house, semi-detached house, end terraced house, mid terraced house, end terraced town house, mid terraced town house.
- **Flat** includes sub types: Low rise flat, medium rise flat, multi-storey flat, cottage flat, flat over shop, maisonette medium rise, maisonette over shop.
- **Bungalow** includes sub types: Detached bungalow, semi-detached bungalow, end terraced bungalow, mid terraced bungalow.