

Tenant Satisfaction Measures

Q2 2025-26

Plus Dane Housing



Overall customer
satisfaction

75.3%

TARGET 80%



Satisfied with home
maintenance

73.9%

TARGET 76%



Satisfied with repair
completion time

73.8%

TARGET 75%



Satisfaction
with repairs

78.9%

TARGET 80%



Communal areas clean
and well maintained

59.4%

TARGET 65%



Landlord's response to
anti-social behaviour

58.2%

TARGET 65%



Satisfied with landlord's
neighbourhood impact

60.3%

TARGET 65%



Satisfied with landlord's
complaint handling

41.8%

TARGET 45%



Satisfaction that
the home is safe

76.8%

TARGET 81%



Landlord keeps
tenants informed

69.9%

TARGET 75%



Landlord treats tenants
fairly and respectfully

79.3%

TARGET 80%



Landlord responds
to tenant views

62.0%

TARGET 73%