

Tenant Satisfaction Measures

Full Year 2025-26

Plus Dane Housing



Overall customer satisfaction

75.8%

TARGET 80%



Satisfaction that we keep tenants informed about things that matter to them

72.3%

TARGET 75%



Landlord treats tenants fairly and respectfully

80.3%

TARGET 80%



Satisfied that we listen to tenants views and acts upon them

65.5%

TARGET 73%



Communal areas clean and well maintained

62.1%

TARGET 65%



Satisfied with our/ landlord approach to handling asb

60.4%

TARGET 65%



Satisfaction that we make a positive contribution to neighbourhoods

62.0%

TARGET 65%



Satisfied with landlord's complaint handling

43.5%

TARGET 45%



Satisfaction that the home is safe

79.3%

TARGET 81%



Satisfied that the home is well-maintained

75.7%

TARGET 76%



Satisfied with time taken to complete latest repair

74.8%

TARGET 75%



Satisfaction with repairs

79.7%

TARGET 77%