ANNEX B

Tenant Satisfaction Perception Survey results relating to Complaints 2023-24

Effective handling of complaints

TP09: Satisfaction with the landlord's approach to handling of complaints

Measured by: tenant perception survey

All tenant perception surveys must include this question:

- Have you made a complaint to your landlord in the last 12 months?
- If yes, how satisfied or dissatisfied are you with your landlord's approach to complaints handling?

This measure is based on the percentage of tenants who said they were satisfied.

22.2%