

Tenant Satisfaction Measures (TSMs) Year To Date Results 2023-24

Phoenix Gateway

	Year to date	Target	Benchmark (Median)
Overall satisfaction with Phoenix	74%	81%	64%

	Year to date	Target	Benchmark (Median)
Phoenix makes a positive contribution to the neighborhood	79%	81%	63%

	Year to date	Target	Benchmark (Median)
Phoenix listen and act upon views	67%	70%	57%

	Year to date	Target	Benchmark (Median)
Being treated fairly & with respect	82%	85%	73%

	Year to date	Target	Benchmark (Median)
Keeping the resident informed	83%	85%	66%

	Year to date	Target	Benchmark (Median)
My home is safe	77%	80%	72%

	Year to date	Target	Benchmark (Median)
Satisfaction with repairs service	73%	78%	64%

	Year to date	Target	Benchmark (Median)
My home is well maintained	72%	75%	62%

	Year to date	Target	Benchmark (Median)
Time taken to complete most recent repair	71%	75%	63%

	Year to date	Target	Benchmark (Median)
Phoenix approach to handling ASB	67%	70%	61%

	Year to date	Target	Benchmark (Median)
Communal areas are clean and well maintained	71%	80%	70%

	Year to date	Target	Benchmark (Median)
Phoenix approach to complaint handling	36%	45%	30%



Trend improving

	Year to date	Q1 23/24	Q2 23/24	Q3 23/24
Time taken to complete most recent repair	71%	68%	71%	74%

	Year to date	Q1 23/24	Q2 23/24	Q3 23/24
Phoenix approach to complaint handling	36%	28%	37%	41%

	Year to date	Q1 23/24	Q2 23/24	Q3 23/24
Phoenix makes a positive contribution to the neighborhood	79%	78%	78%	81%

	Year to date	Q1 23/24	Q2 23/24	Q3 23/24
Overall satisfaction	74%	73%	72%	76%

Trend steady



	Year to date	Q1 23/24	Q2 23/24	Q3 23/24
My home is well maintained	72%	72%	73%	72%

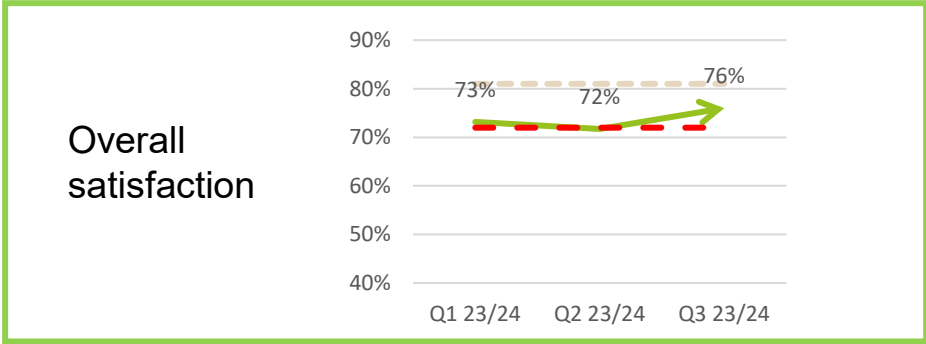
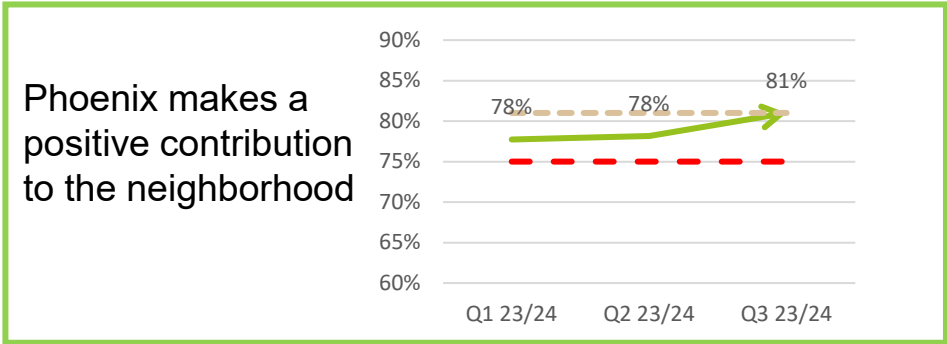
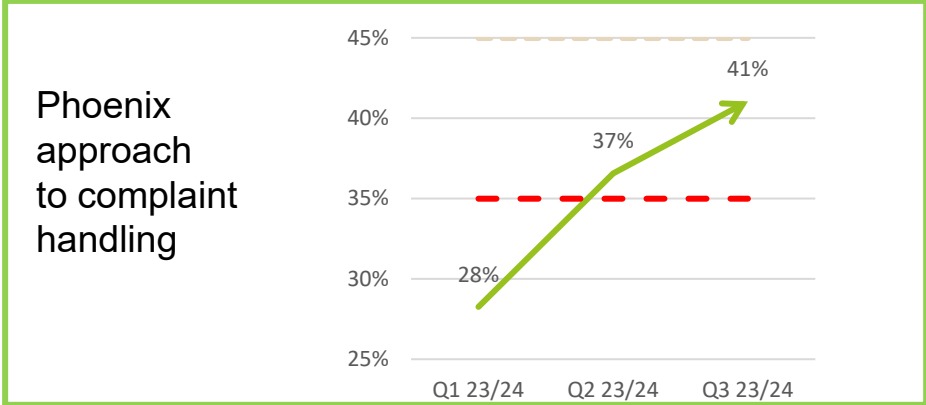
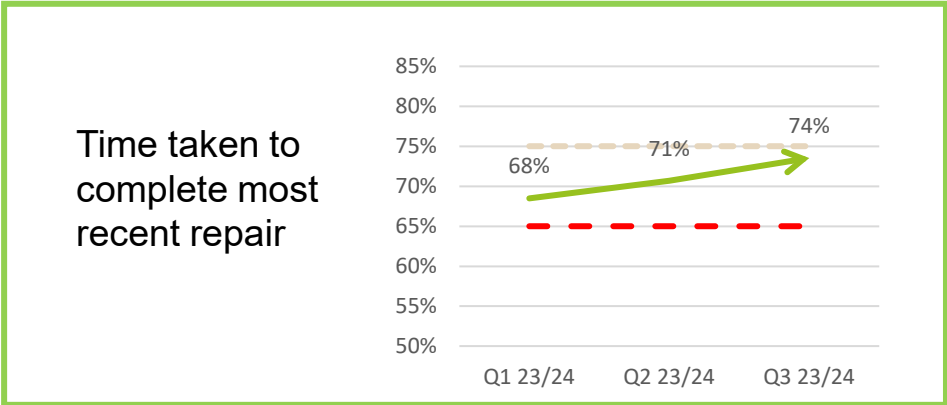
	Year to date	Q1 23/24	Q2 23/24	Q3 23/24
Treated fairly and with respect	82%	82%	82%	82%



Trends Improving

Key

- Target
- - - Tolerance



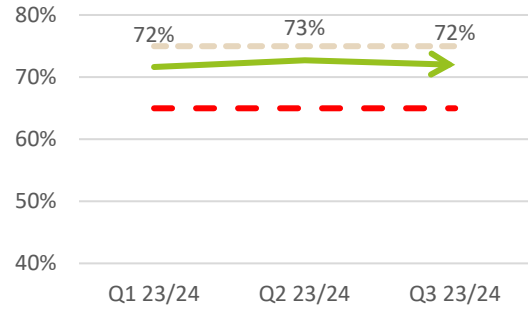


Trend steady

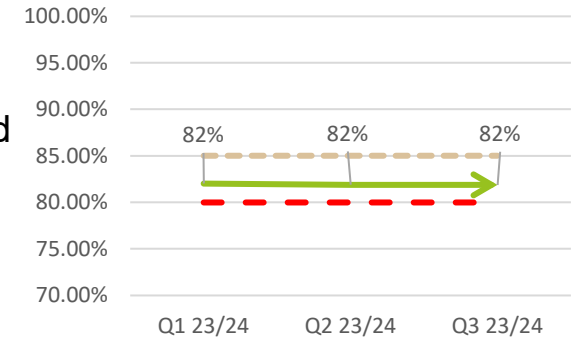
Key

--- Target
- - - Tolerance

My home is well maintained



Treated fairly and with respect



At the end of the survey, we ask tenants if they have any issues that they would like us to contact them about and if they have already reported this to us.

The table below shows where tenants have already reported an issue to us but want an update or have not had a reply.

Has Tenant Already Reported the Issue To Phoenix ?	No. of Tenants
No	77
Yes - but I want an update	91
Yes - but I've had no reply	63