

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

Phoenix Gateway

	Year to date	Target	Benchmark (Median)
Overall satisfaction with Phoenix	73%	81%	64%

	Year to date	Target	Benchmark (Median)
Phoenix makes a positive contribution to the neighborhood	78%	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	71%	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	68%	70%	61%

	Year to date	Target	Benchmark (Median)
Communal areas are clean and well maintained	72%	80%	70%

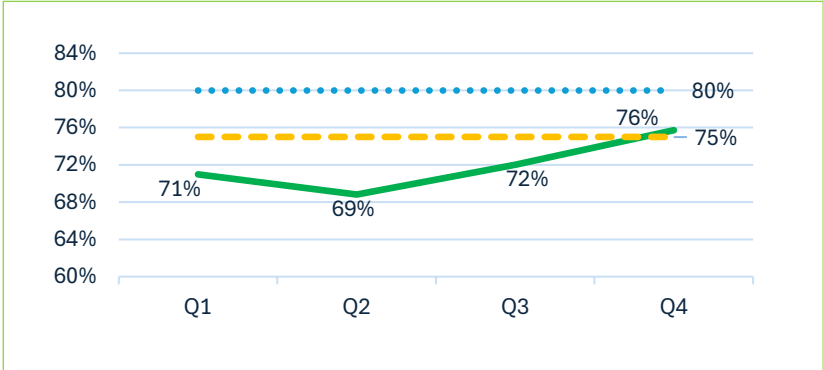
	Year to date	Target	Benchmark (Median)
Phoenix approach to complaint handling	36%	45%	30%



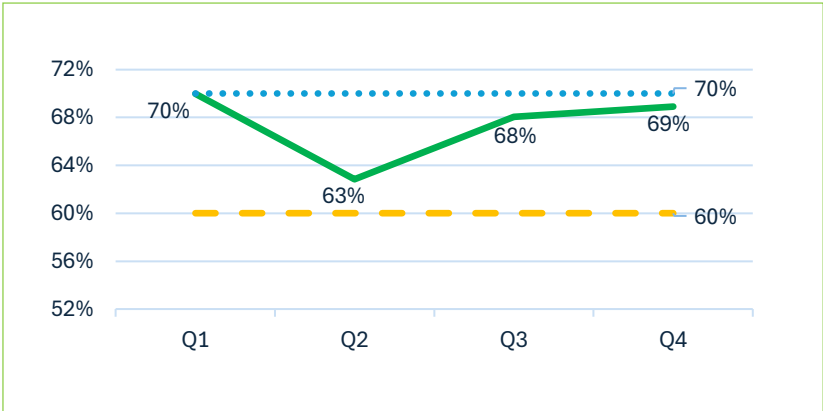
Trend Improving

Key

- Target (Dotted blue line)
- Actual (Solid green line)
- Tolerance (Dashed orange line)

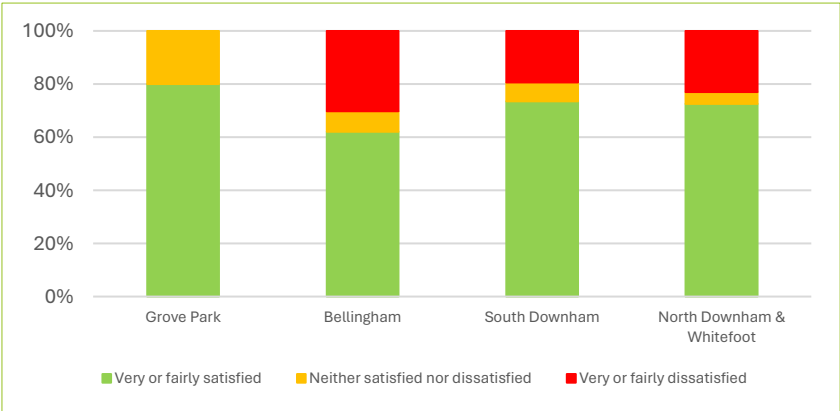
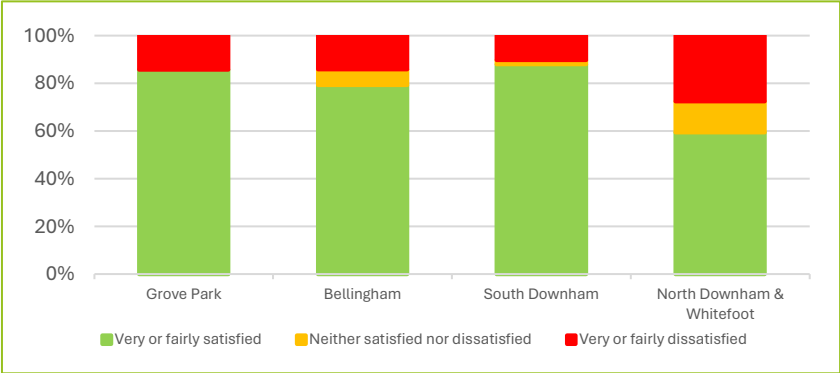


Communal areas clean and well maintained



Approach to handling Anti-Social Behaviour

Q4 Results



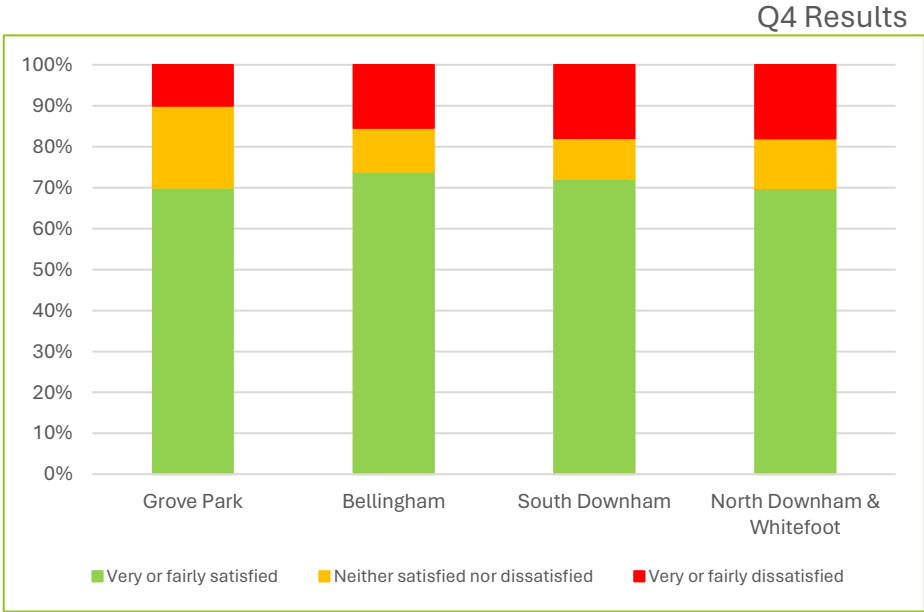
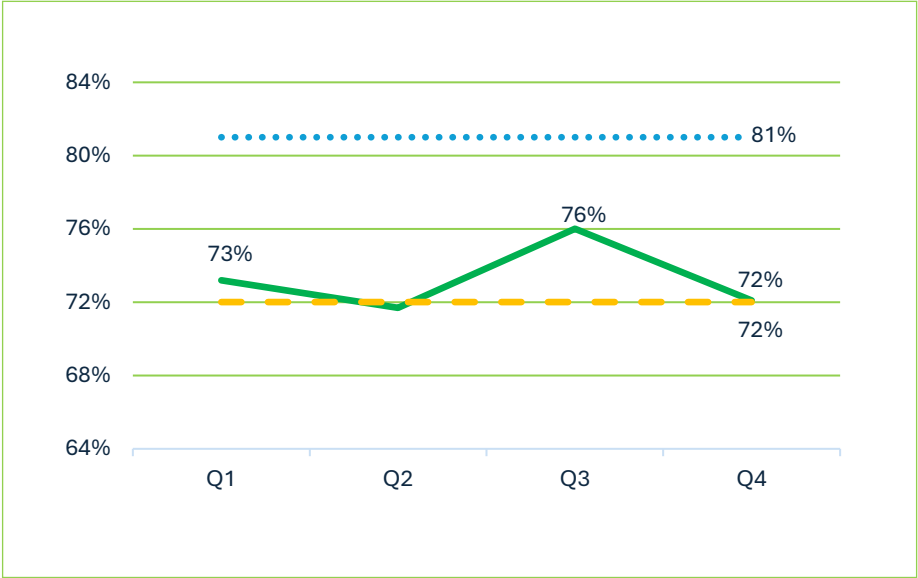


Trends downwards

Key

- Target (dotted blue line)
- Actual (solid green line)
- Tolerance (dashed orange line)

Overall Satisfaction 73%

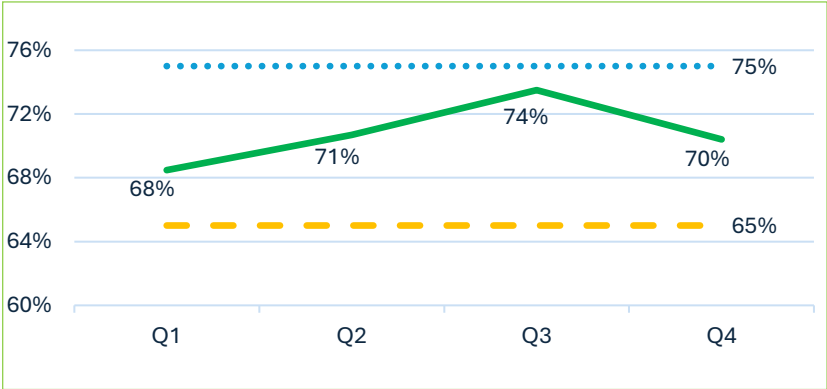




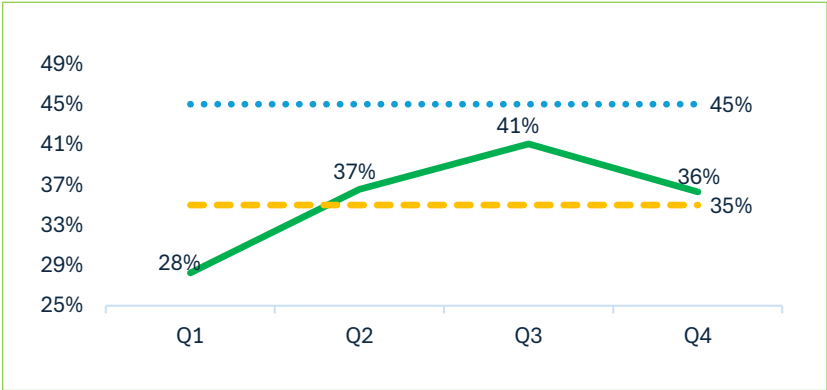
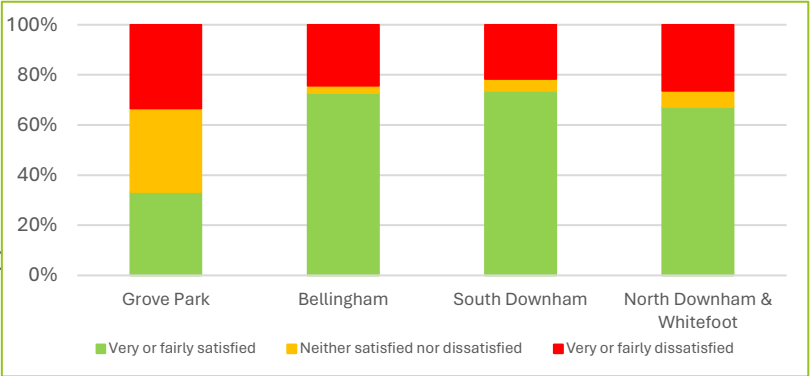
Trends downwards

Key

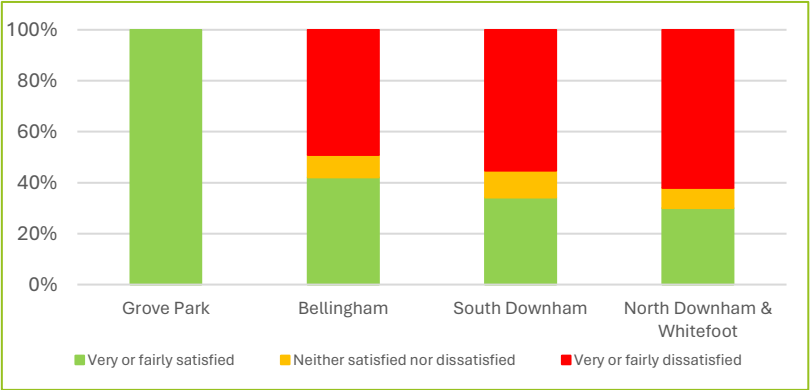
- Target (Dotted blue line)
- Actual (Solid green line)
- Tolerance (Dashed orange line)



Time taken to complete your most recent repair

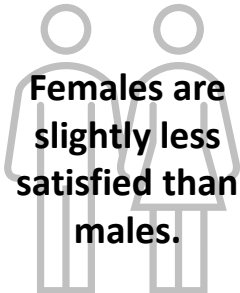


Approach to complaints handling



Overall Highlights

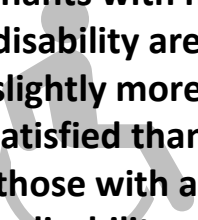
The below identifies highlights for each characteristic against all TSM results from 01/04/2023 – 31/03/2024.



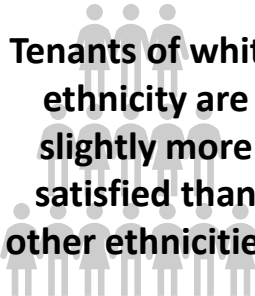
Females are slightly less satisfied than males.



Tenants aged 75+ are slightly more satisfied than other age groups.



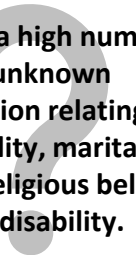
Tenants with no disability are slightly more satisfied than those with a disability



Tenants of white ethnicity are slightly more satisfied than other ethnicities.



Tenants of BAME ethnicity are slightly less satisfied than other ethnicities.



There is a high number of unknown information relating to sexuality, marital status, religious beliefs and disability.