

TSM Key Metrics

48% 

Overall Satisfaction

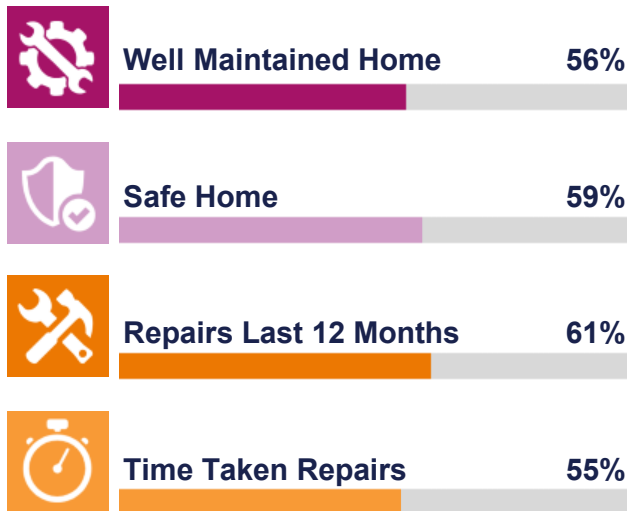
In W2 2024/25, just under half of tenants are satisfied with the overall service provided by Housing for Women (48%). This represents a one-percentage point (1p.p) increase in overall satisfaction from the W1 2024/25 survey.

Six other measures have received satisfaction scores of 50% or above. The highest levels of satisfaction are treating tenants fairly and with respect (58%), providing a safe home (59%), and the highest-scoring measure this wave, repairs in the last 12 months (61%).

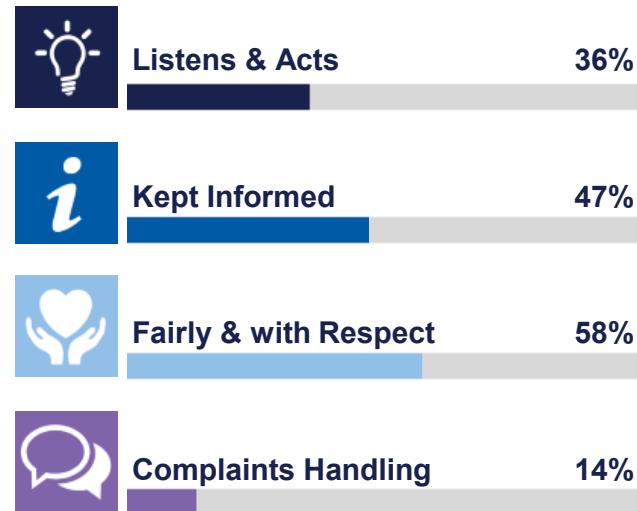
Two measures have received scores of below 40%. These include listening to tenants' views and acting upon them (36%), and complaints handling, the lowest-scoring metric in the survey, at 14%.

The following pages of this report will break down each satisfaction measure by response and provide a more detailed analysis of tenants' open-response comments. The report will conclude with the annual figures for 2024/25.

Keeping Properties in Good Repair



Respectful & Helpful Engagement



Responsible Neighbourhood Management

