

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

Overall Satisfaction with Phoenix	Year to date	Target 81%	Phoenix makes a positive contribution to the neighborhood Year to date Target 77% 81%
Phoenix listen and act upon views	Year to date 67%	Target 70%	Being Treated Fairly & With Respect 82% 85%
Keeping the resident informed	Year to date 86%	Target 85%	My Home is safe 76% 80%
Satisfaction with Repairs service	Year to date	Target 78%	My Home is well maintained 71% 75%
Time taken to complete most recent repair	Year to date	Target 75%	Phoenix approach to handling ASB 69% 70%
Communal areas are clean and well maintained	Year to date	Target 80%	Phoenix approach to complaint handling 28% 45%