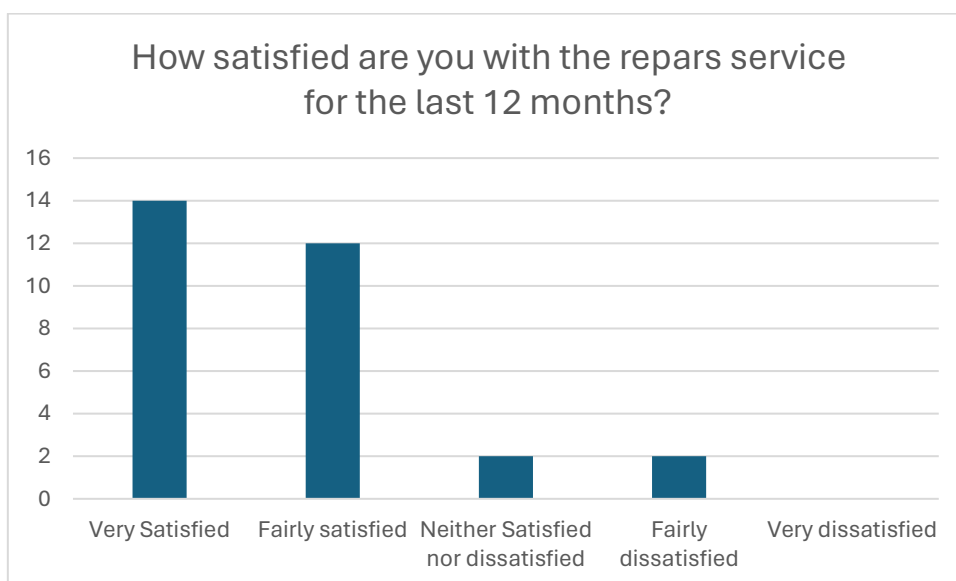
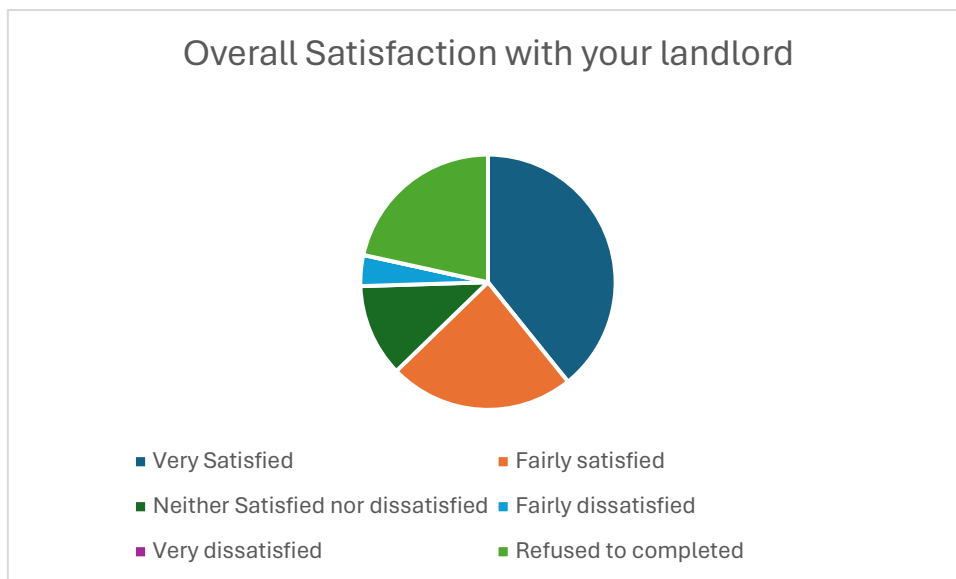


Tenant Satisfaction Measures

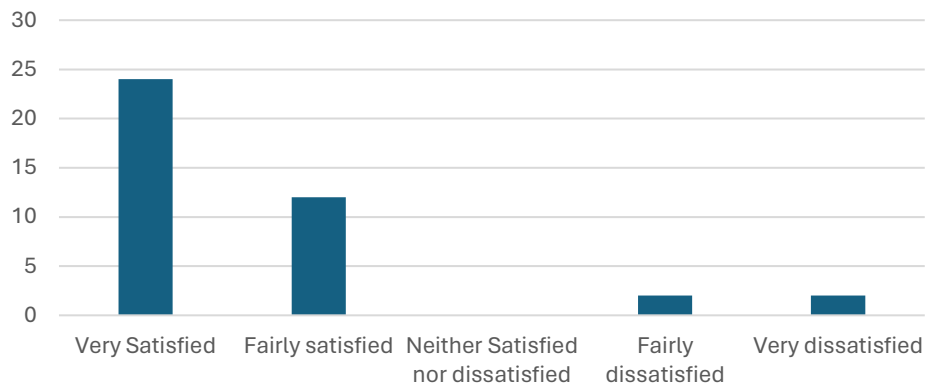
TorVista Homes are regulated under the Social Housing (Regulation) Act. Under this act there is a series of regulations that social housing landlords must legally follow.

The Regulator introduced Tenant Satisfaction Measures to measure the performance of all social housing landlords. All landlords from April 2023 started collecting data using these new measures.

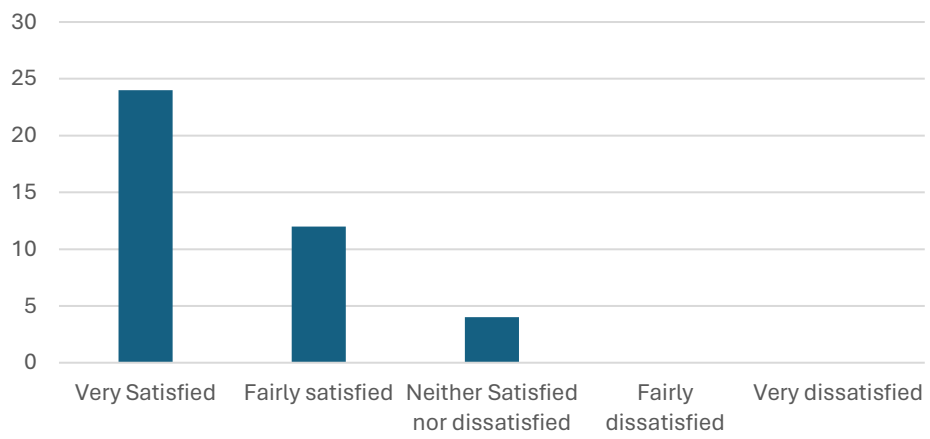
Over the last twelve months we have carried out surveys with those tenants that are happy to participate in our customer surveys. The majority of these surveys were carried out on a face-to-face basis within our tenants' homes.



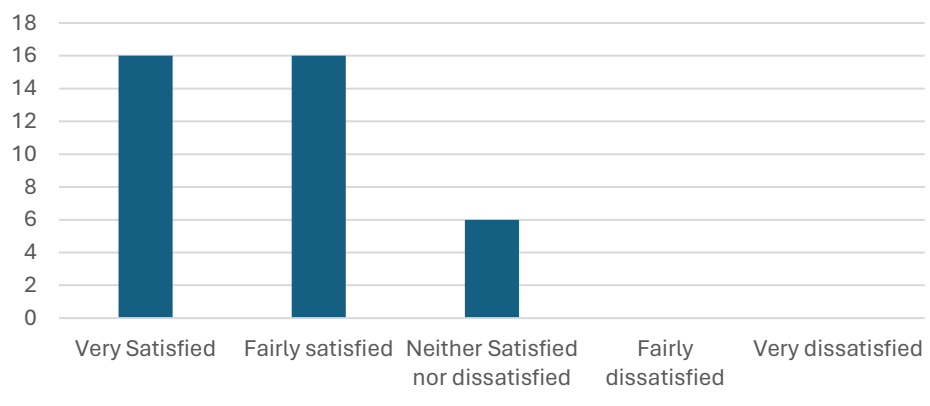
How satisfied or dissatisfied are you that your landlord provides a home that is well maintained?



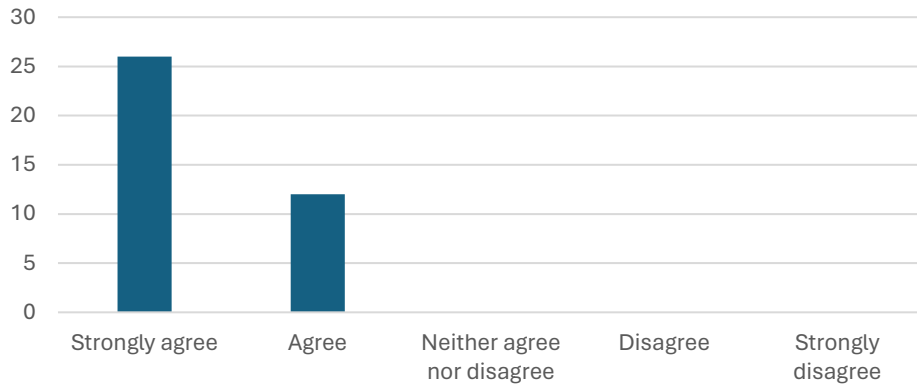
How satisfied or dissatisfied are you that your landlord provides a home that is safe?



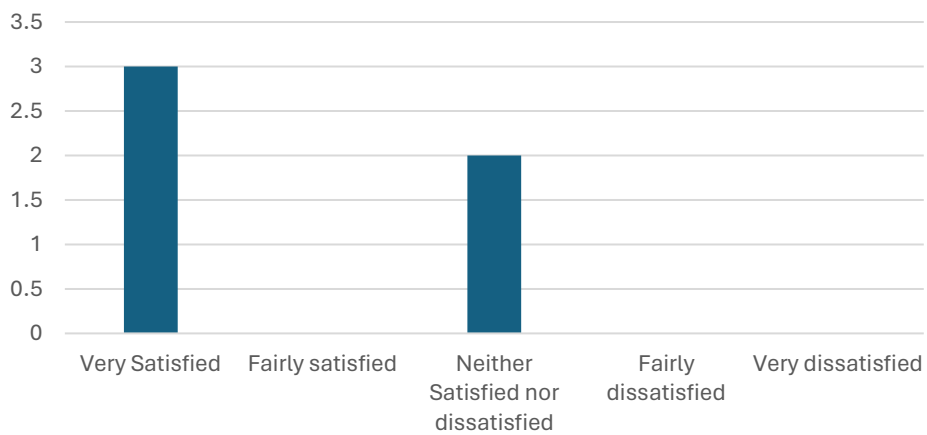
How satisfied or dissatisfied are you that your landlord keeps you informed about things that matter to you?



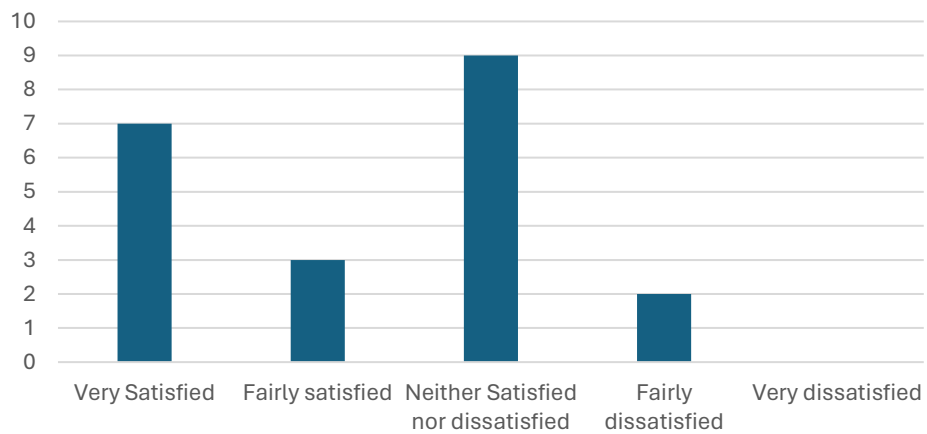
To what extent do you agree or disagree with the following? My Landlord treats me fairly and with respect.



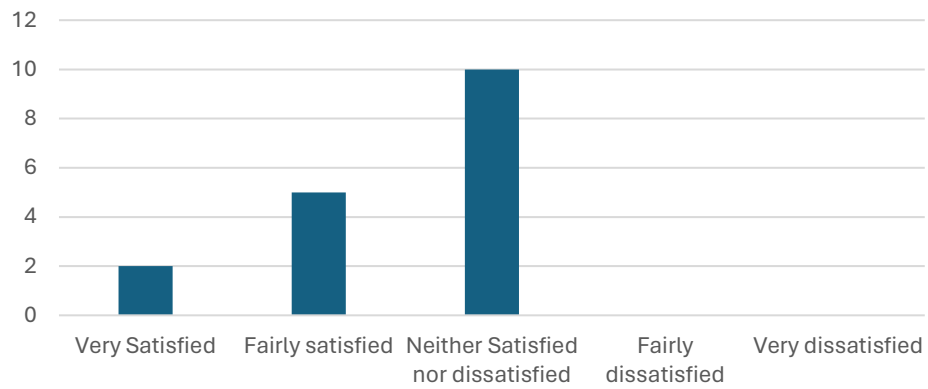
How satisfied or dissatisfied with your landlord's approach to complaint's handling?



How satisfied are you with your landlord's approach to handling to anti-social behaviour?



How satisfied are you that your landlord keeps the communal areas clean and well-maintained?



How satisfied or dissatisfied are you that your landlord makes a positive contribution to your neighbourhood?

