

Tenant Satisfaction Measures

Q1 2025-26

Plus Dane Housing



Overall customer satisfaction

79.6%

TARGET 80%



Satisfied with home maintenance

75.8%

TARGET 76%



Satisfied with repair completion time

74.3%

TARGET 75%



Satisfaction with repairs

81.2%

TARGET 77%



Communal areas clean and well maintained

58.5%

TARGET 65%



Satisfied with landlord's anti-social response

52.9%

TARGET 65%



Satisfied with landlord's neighbourhood impact

56.4%

TARGET 65%



Satisfied with landlord's complaint handling

39.2%

TARGET 45%



Satisfaction that the home is safe

76.6%

TARGET 81%



Landlord keeps tenants informed

69%

TARGET 75%



Landlord treats tenants fairly and respectfully

79.8%

TARGET 80%



Landlord responds to tenant views

58.3%

TARGET 73%