

Tenant Satisfaction Measures

Q1 2026-27

Plus Dane Housing



Overall customer
satisfaction

77.1%

TARGET 80%



Satisfied with home
maintenance

78.6%

TARGET 77%



Satisfied with repair
completion time

75.3%

TARGET 79%



Satisfaction
with repairs

80.8%

TARGET 82%



Communal areas clean
and well maintained

73.0%

TARGET 67%



Landlord's response to
anti-social behaviour

68.4%

TARGET 65%



Satisfied with landlord's
neighbourhood impact

72.1%

TARGET 66%



Satisfied with landlord's
complaint handling

34.0%

TARGET 45%



Satisfaction that
the home is safe

84.0%

TARGET 82%



Landlord keeps
tenants informed

77.0%

TARGET 75%



Landlord treats tenants
fairly and respectfully

83.0%

TARGET 84%



Landlord responds
to tenant views

69.1%

TARGET 69%