

# Tenant Satisfaction Measures

## Summary results October to December 2025

These results are for our general needs, independent living, supported living and supported housing tenants.  
Our full results will be available after year-end in April 2026.



### Overall satisfaction

75%



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75 people out of 100 reported they are satisfied with the overall service from Progress Housing Group.

### Keeping properties in good repair

82%

#### Satisfaction with repairs

82 people out of 100 who have received a repair in the past 12 months reported they are satisfied.



73%

#### Satisfaction with the time taken to complete their most recent repair

73 people out of 100 thought we completed their repair within a reasonable time.



### Respectful and helpful engagement

64%

#### Satisfaction that the landlord listens to tenant views and acts upon them

64 people out of 100 felt we listened to them.



76%

#### Satisfaction that the landlord keeps tenants informed about things that matter to them

76 people out of 100 thought we kept them fully informed.



80%

#### Satisfaction that the home is well-maintained

80 people out of 100 thought we kept their home well-maintained.



82%

#### Satisfaction that the home is safe

82 people out of 100 thought their home was safe.



83%

#### Agreement that the landlord treats tenants fairly with respect

83 people out of 100 thought we treated them with respect.



31%

#### Satisfaction with the landlord's approach to handling complaints

31 people out of 100 thought we handled their complaint well.



### Responsible neighbourhood management

75%

#### Satisfaction that the landlord keeps communal areas clean and well-maintained

75 people out of 100 thought we maintained their communal areas well.



70%

#### Satisfaction that the landlord makes a positive contribution to neighbourhoods

70 people out of 100 thought we made a positive contribution to their neighbourhoods.



62%

#### Satisfaction with the landlord's approach to handling anti-social behaviour (ASB)

62 people out of 100 thought our approach to ASB was positive.

