



Tenant Satisfaction Measures — Feedback Summary.



Tenant Satisfaction Measures

The Regulator of Social Housing introduced a new set of Tenant Satisfaction Measures to ask customers how they feel about the quality of homes and services their landlord provides.

The measures looked at five key areas:

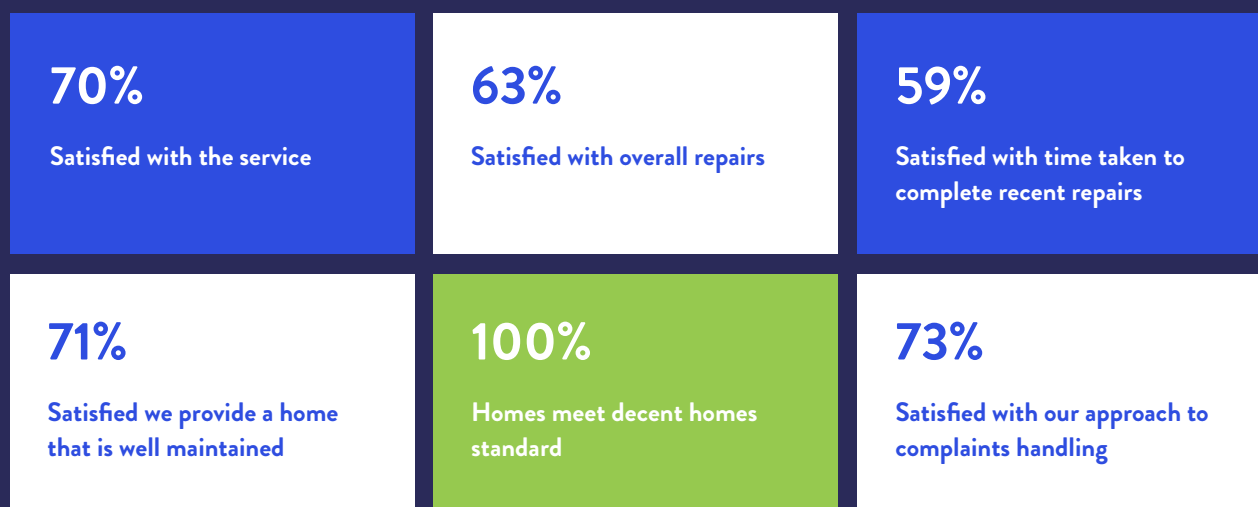
- Keeping properties in good repair
- Maintaining building safety
- Effective handling of complaints
- Respectful and helpful engagement
- Responsible neighbourhood management.

How we collected your feedback

We contacted customers by phone, post, and in special circumstances in person where customers needed additional support to ask 15 questions around the themes above to understand how well our customers think we are performing. An additional 14 measures were taken from performance information from our systems.

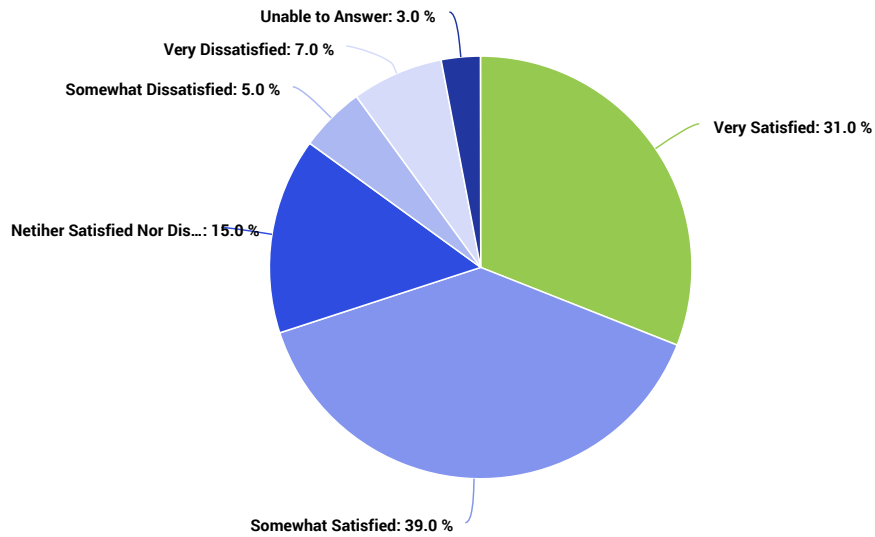
Summary of results

The percentages represent customers who said they were either “Very Satisfied” or “Somewhat Satisfied”. Full results can be found at the bottom of the page.

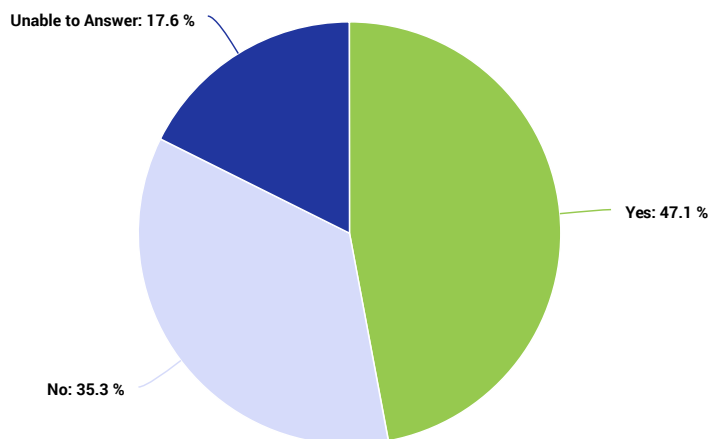


Survey Results

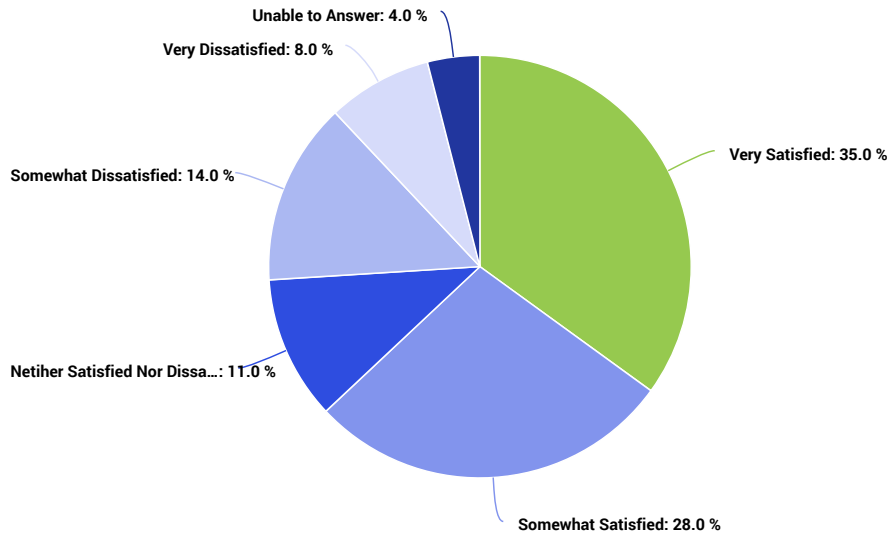
1 . Taking everything into account, how satisfied or dissatisfied are you with the service provided by Arpeggio?



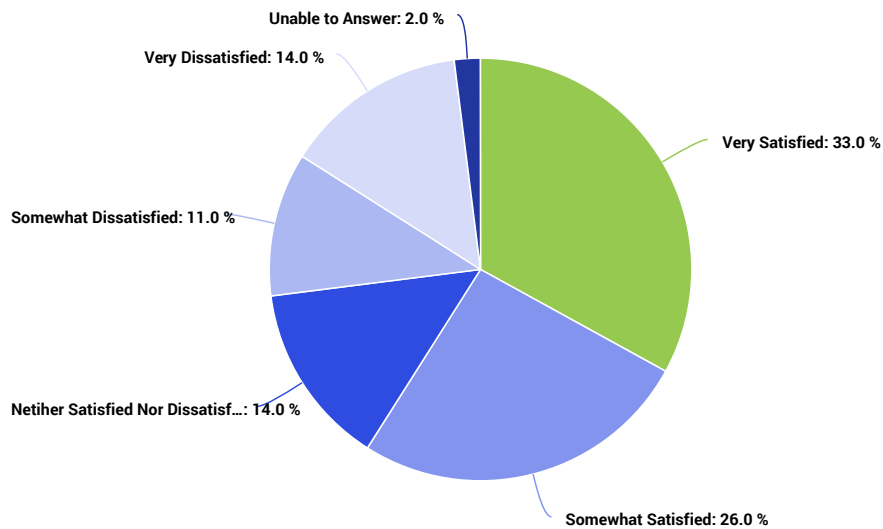
2 . Has Arpeggio carried out a repair to your home in the last 12 months?



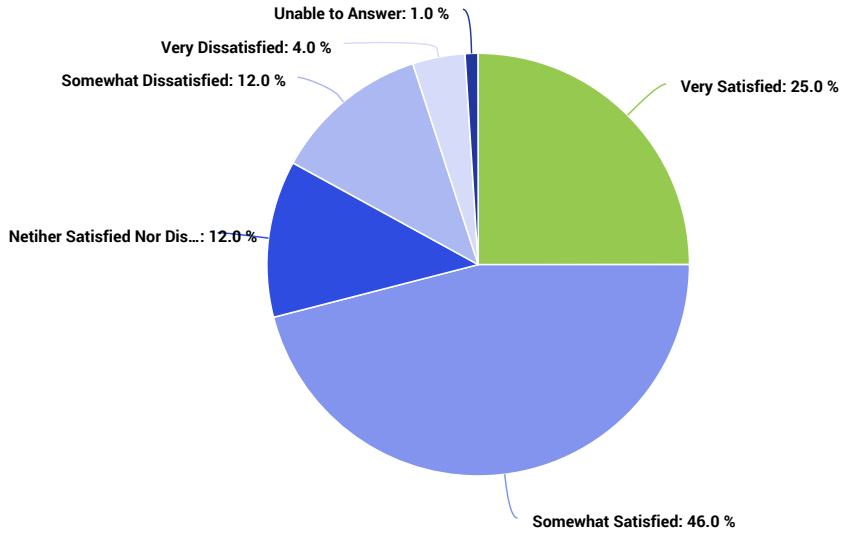
3 . If yes, how satisfied or dissatisfied are you with the overall repairs service from Arpeggio in the last 12 months?



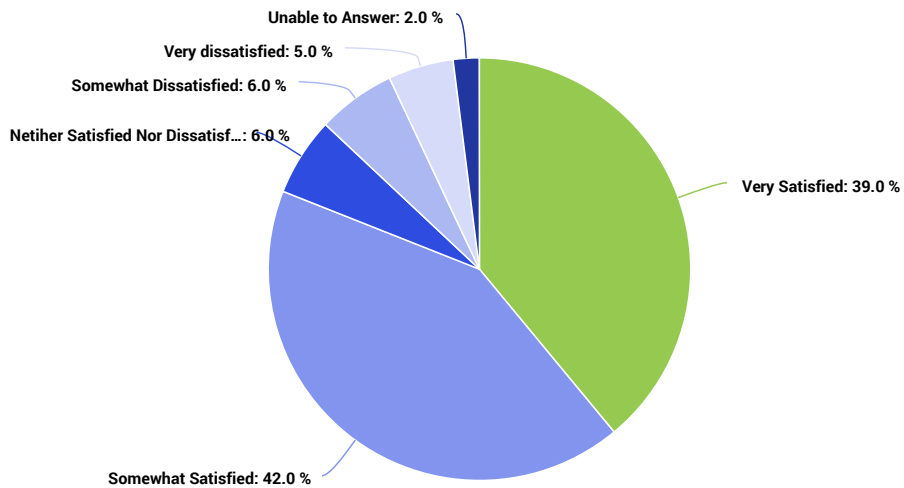
4 . If yes, how satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?



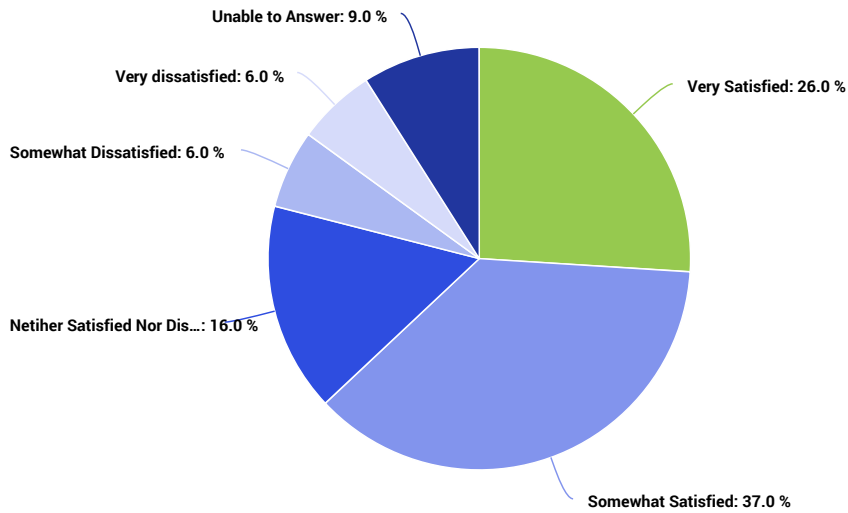
5 . How satisfied or dissatisfied are you that Arpeggio provides a home that is well maintained?



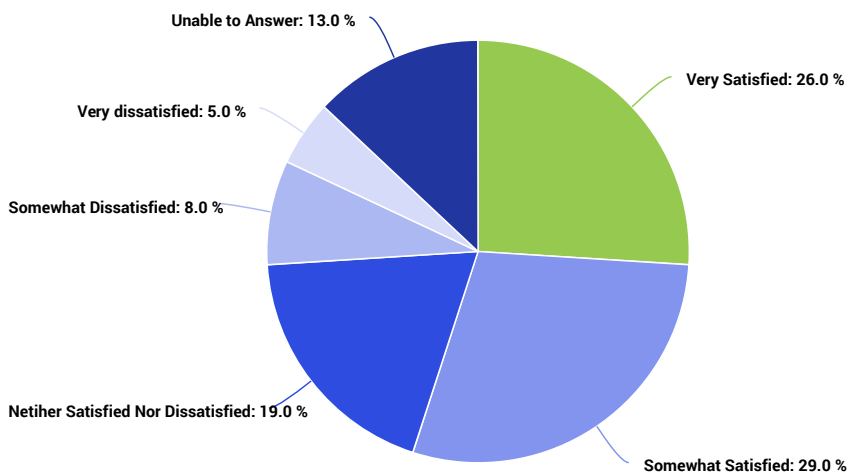
6 . Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Arpeggio provides a home that is safe?



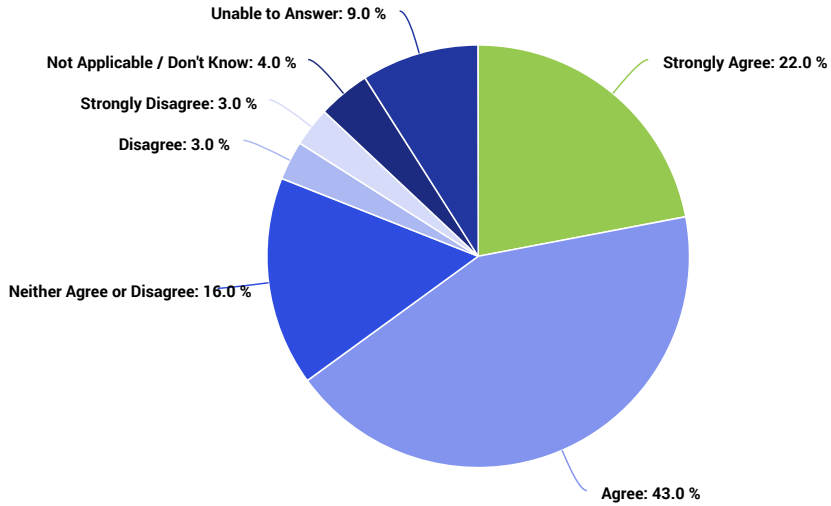
7 . How satisfied are you that Arpeggio listens to your views and acts upon them?



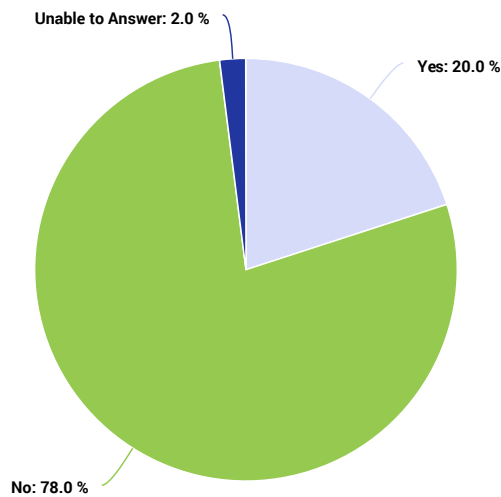
8 . How satisfied or dissatisfied are you that Arpeggio keeps you informed about things that matter to you?



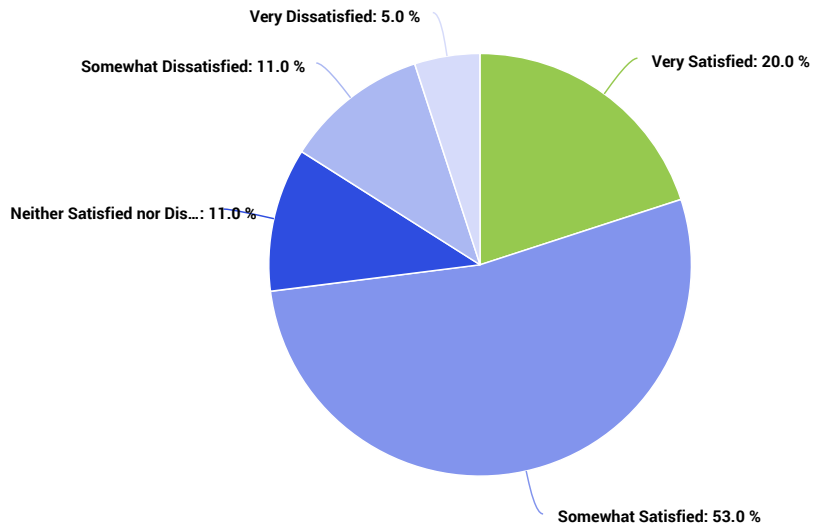
9. To what extent do you agree or disagree with the statement, “Arpeggio treats me fairly and with respect”?



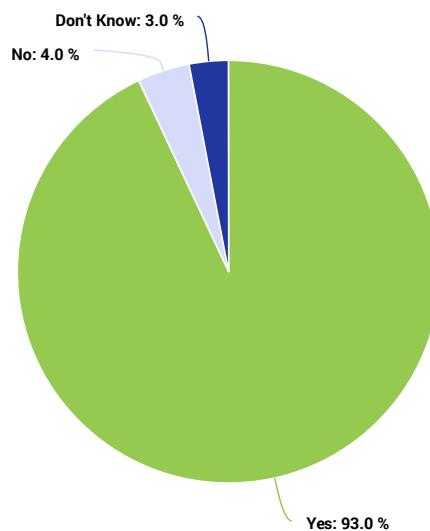
10 . Have you made a complaint to Arpeggio in the last 12 months?



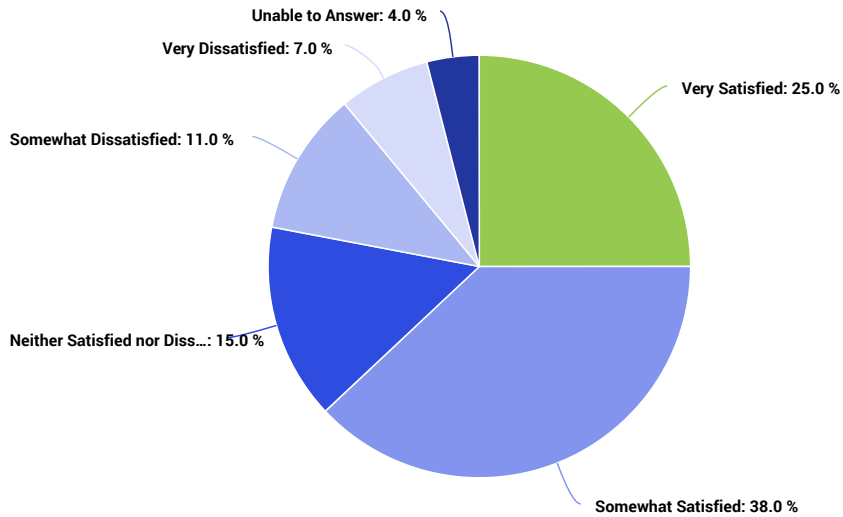
11. If yes, how satisfied or dissatisfied are you with Arpeggio's approach to complaints handling?



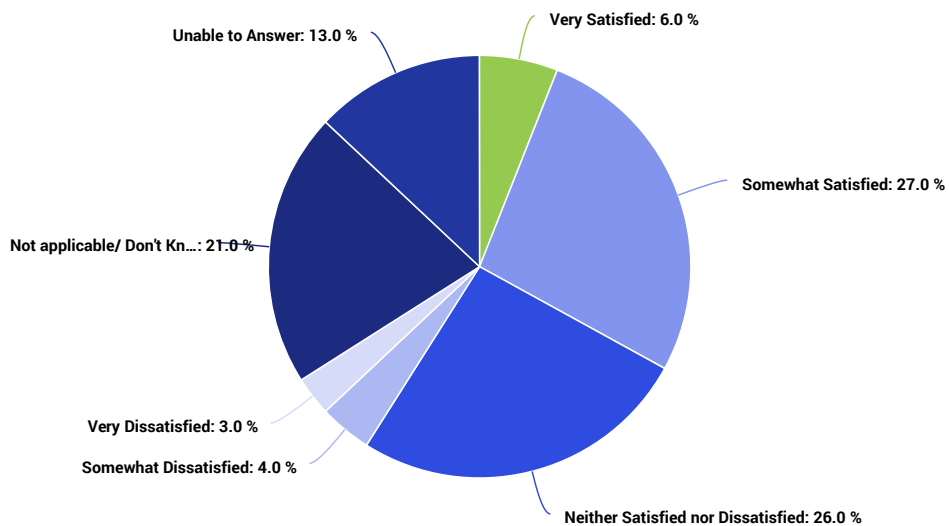
12. Do you live in a building with communal areas, either inside or outside, that Arpeggio is responsible for maintaining?



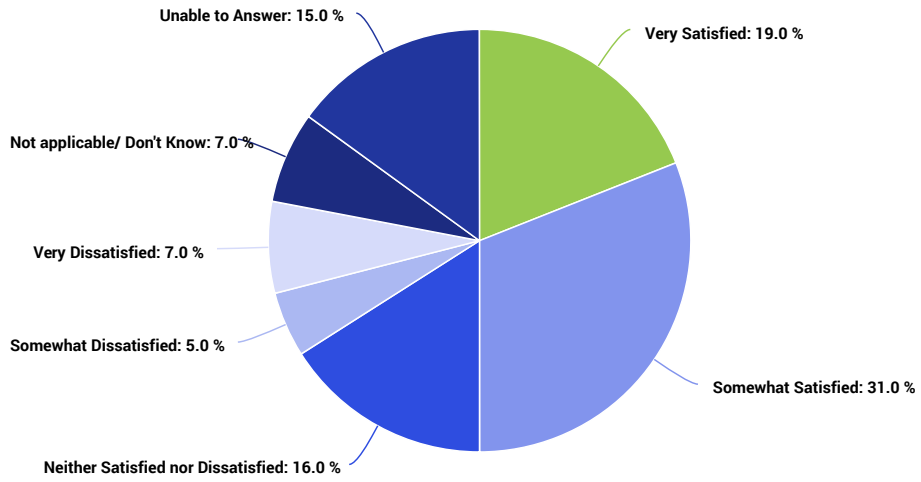
13. If Yes, how satisfied or dissatisfied are you that Arpeggio keeps these communal areas clean and well maintained?



14 . How satisfied are you that Arpeggio makes a positive contribution to your neighbourhood?



15. How satisfied or dissatisfied are you with Arpeggio's approach to anti-social behaviour?





Community At Our Core.



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