

Repairs & Maintenance



Satisfaction
with repairs

73%



Satisfaction
that home is
well maintained

68%



Satisfaction
with **time taken**
to complete most
recent repair

72%

Safety



Satisfaction that
the **home is safe**

78%

Complaints



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

25%

Neighbourhoods



Satisfaction with the landlord's
approach to handling **anti-social
behaviour**

59%



Satisfaction that the landlord
keeps communal areas **clean
and well maintained**

59%



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

62%

Engagement



Satisfaction that the
landlord **listens** to views and
acts upon them

57%



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

74%



Agreement that the landlord
treats tenants **fairly and
with respect**

77%

Overall



Overall
Satisfaction

71%

Other



Satisfaction for CHL being
easy to deal with

70%