

Brent Council Tenant Satisfaction Measures: Comparing two and a half years of data

Code	Measure	Question	2023-2024	2024-2025			2025-2026	'3' year trend
			Outturn	Outturn	Analysis	vs 29 LBs data	YTD (Q1 & Q2)	
TP01	Overall satisfaction with service provided by landlord	(Q1T) Taking everything into account, how satisfied or dissatisfied are you with the service provided by Brent Housing Management?	51.4%	47.8%	4.4% decrease Looking across the board at all measures, increases are marginal, and decreases are more significant.	27th	46.5%	Down
Keeping properties in good repair								
TP02	Satisfaction with repairs service	(Q2BT) How satisfied or dissatisfied are you with the overall repairs service from Brent Housing Management over the last 12 months?	55.1%	51.3%	3.8% decrease	28 th	52%	Variable
TP03	Satisfaction with time taken to complete most recent repair	(Q2CT) How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it? (Tenants)	50.2%	50.3%	0.1% increase	26 th	52.7%	Up
Maintaining building safety								
TP04	Satisfaction that the home is well maintained	(Q3T) How satisfied or dissatisfied are you that Brent Housing Management provides	53%	49.5%		27 th	45.1%	Down

		a home that is well maintained? (Tenants)						
TP05	Satisfaction that the home is safe to live in	(Q4T) Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Brent Housing Management provides a home that is safe? (Tenants)	60.2%	61.9%	1.7% increase	24 th	58%	Variable
Respectful and helpful engagement								
TP06	Satisfaction that the landlord listens to tenant views and acts upon them	(Q8T) How satisfied or dissatisfied are you that Brent Housing Management listens to your views and acts upon them?	35.2%	39.2%	4% increase	28 th	38.7%	Variable
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	(Q9T) How satisfied or dissatisfied are you that Brent Housing Management keeps you informed about things that matter to you?	54.8%	56.9%	2.1% increase	27 th	56.4%	Variable
TP08	Agreement that the landlord treats tenants fairly and with respect	(Q10T) To what extent do you agree or disagree with the following: "Brent Housing Management	61.7%	61.4%	0.3% decrease	25 th	60.5%	Down

		treats me fairly and with respect”?						
Responsible neighbourhood management								
TP08	Satisfaction that the landlord keeps communal areas clean, safe and well maintained	(Q5T) Do you live in a building with communal areas, either inside or outside, that Brent Housing Management are responsible for maintaining? (Tenants) (Q5BT) How satisfied or dissatisfied are you that Brent Housing Management keeps communal areas clean and well maintained? (Tenants)	57.2%	50.7%	6.5% decrease	28 th	51.8%	Variable
TP09	Satisfaction that the landlord makes a positive contribution to neighbourhoods	(Q6T) How satisfied or dissatisfied are you that Brent Housing Management makes a positive contribution to your neighbourhood?	41.8%	44.1%	2.3% increase	27 th	52%	Up
TP010	Satisfaction with the landlords approach to handling ASB	(Q7T) How satisfied or dissatisfied are you with Brent Housing Management's approach to handling	38%	40.5%	2.5% increase	27 th	44.4%	Up

		anti-social behaviour? (Tenants)						
Effective handling of complaints								
TP011	Satisfaction with landlords approach to handling complaints	(Q12T) How satisfied or dissatisfied are you with Brent Housing Managements approach to complaints handling?	17.5%	22.2%	4.7% increase	23 rd	24.6%	Up