

TSM's Quarter 1-3 2023-24

	BITMO	Leeds City Council	Variance
Overall Satisfaction	71%	64%	7%
Well Maintained Home	76%	67%	9%
Safe Home	81%	74%	7%
Repairs Last 12 Months	77%	70%	7%
Time Taken Repairs	74%	66%	8%
Communal Areas	76%	65%	11%
Neighbourhood Contribution	75%	61%	14%
Approach to ASB	55%	53%	2%
Safety in neighbourhood	59%	63%	-4%
Neighbourhood Appearance	64%	59%	5%
Listens & Acts	64%	55%	9%
Kept Informed	76%	66%	10%
Fairly & with Respect	79%	74%	5%
Complaints Handling	28%	29%	-1%
Easy to Deal With	75%	66%	9%
Friendly Approachable	62%	64%	-2%
Advice & Support	55%	54%	1%
Good Reputation	55%	39%	16%
Rent VFM	66%	69%	-3%

TSM's Quali

Click to view
Overall
Well Maintained Home
Safe Home
Repairs Last 12 Months
Time Taken Repairs
Communal Areas
Neighbourhood Contribution
Approach to ASB
Safety in neighbourhood
Neighbourhood Appearance
Listens & Acts
Kept Informed
Fairly & with Respect
Complaints Handling
Easy to Deal With
Friendly Approachable
Advice & Support
Good Reputation
Rent VFM

Categories 1-4 2023-24

Category	Leeds City Council	BITMO
Overall Satisfaction	66%	71%
Maintained Home	67%	76%
Safe Home	74%	80%
Repairs Last 12 Months	70%	77%
Time Taken Repairs	67%	73%
Communal Areas	64%	79%
Neighbourhood Contribution	60%	75%
Approach to ASB	53%	55%
Quality of life in neighbourhood	63%	58%
Neighbourhood Appearance	58%	59%
Staff who Listen & Acts	55%	62%
Staff who are Kept Informed	67%	75%
Staff who are Polite & with Respect	74%	80%
Complaints Handling	29%	27%
Easy to Deal With	65%	74%
Staff who are Friendly Approachable	62%	60%
Advice & Support	50%	56%
Good Reputation	37%	54%
Rent VFM	67%	65%

