



The overall quality of their home



Their neighbourhood as a place to live

**85.4%**  
satisfied

**81%**  
satisfied

That their rent provides value for money



That their service charges provide value for money

**82.1%**  
satisfied

**63.3%**  
satisfied

The way we deal with repairs and maintenance



That we listen to their views and acts upon them

**79.5%**  
satisfied

**64.9%**  
satisfied

\*Benchmark groups based on looking at 2013/14 Housemark data all England all Wales.