



The overall quality of their home

89.21% satisfied



Their neighbourhood as a place to live

81.12% satisfied



That their rent provides value for money

81.84% satisfied



That their service charges provide value for money

66.80% satisfied



The way we deal with repairs and maintenance

86.98% satisfied



That we listen to their views and acts upon them

71.73% satisfied



*Benchmark groups based on all England and Wales RSLs 2,500–5,000 stock (excluding London) plus all Welsh Social landlords regardless of size or type taking part in HouseMark benchmarking exercise for 2018/19