Tenancy Sustainment Satisfaction



1st January to 30th June 2025

77.8%

Satisfied with the service they received from their TSO

77.8%



Satisfied the overall tenancy sustainment service

83.3%



% of customers who would be likely to ask for further support

16.0%



18 out of 110 customers responded to the survey

Customer Sentiment



Majority of comments are

positive, reflecting satisfaction with the service. appreciation for staff and general praise.



Neutral comments include suggestions or factual statements without strong emotional tone.



A couple of comments were classified as slightly more negative but included constructive criticism or requests for improvement.



Positive themes

Positive feedback: 4 mentions Examples: "Absolutely 199 good service", "Nothing just great service". "Very understanding"



Negative themes

Communication issues: 1 mention Example: "Listen to my needs and actually care how I feel "

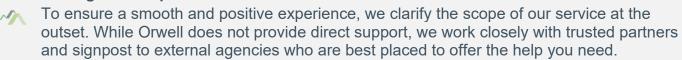
Mental health and learning difficulties **support**: 1 mention

Example: "More support for people with mental health '

Face-to-face support: 1 mention Example: "Offer to sit in property and 1-1 chat...."

Here's how your feedback shaped our actions

Setting clear expectations from the start



We're committed to being accessible and supportive - so we always offer a face-to-face visit to discuss your needs in person and help connect you with the right services.