

Responses

Measure:	Area of Satisfaction:	Question Asked to YP's:	Response:
TP01	Overall satisfaction.	Taking everything into account, how satisfied or dissatisfied are you with the service provided by Centrepoint?	83% Satisfied
TP02	Satisfaction with repairs.	How satisfied or dissatisfied are you with the overall repairs service from Centrepoint over the last 12 months?	83% Satisfied
TP03	Satisfaction with time taken to complete most recent repair.	How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?	72% Satisfied
TP04	Satisfaction that the home is well maintained.	How satisfied or dissatisfied are you that Centrepoint provides a home that is well maintained?	83% Satisfied
TP05	Satisfaction that the home is safe.	Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Centrepoint provides a home that is safe?	89% Satisfied
TP06	Satisfaction that the landlord listens to tenant views and acts upon them.	How satisfied or dissatisfied are you that Centrepoint listens to your views and acts upon them?	78% Satisfied
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them.	How satisfied or dissatisfied are you that Centrepoint keeps you informed about things that matter to you?	76% Satisfied
TP08	Agreement that the landlord treats tenants fairly and with respect.	To what extent do you agree or disagree with the following "Centrepoint treats me fairly and with respect"?	87% Satisfied
TP09	Satisfaction with the landlord's approach to handling complaints.	How satisfied or dissatisfied are you with Centrepoint's approach to complaints handling?	56% Satisfied
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained.	How satisfied or dissatisfied are you that Centrepoint keeps these communal areas clean and well maintained?	91% Satisfied
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods.	How satisfied or dissatisfied are you that Centrepoint makes a positive contribution to your neighbourhood?	70% Satisfied
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour.	How satisfied or dissatisfied are you with Centrepoint's approach to handling anti-social behaviour?	70% Satisfied