

Tenant Satisfaction Measures Survey Results 2026

Q No:	Area of Satisfaction:	Question Asked to YP's:	Centrepont 2025	Centerpoint 2026
TP01	Overall satisfaction	Taking everything into account, how satisfied or dissatisfied are you with the service provided by Centrepont?	83%	86%
TP02	Satisfaction with repairs	How satisfied or dissatisfied are you with the overall repairs service from Centrepont over the last 12 months?	83%	77%
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%	74%
TP04	Satisfaction that the home is well maintained	How satisfied or dissatisfied are you that Centrepont provides a home that is well maintained?	83%	84%
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 Centrepont provides a home that is safe?	89%	84%
TP06	Satisfaction that the landlord listens to tenant views and acts upon them	How satisfied or dissatisfied are you that Centrepont listens to your views and acts upon them?	78%	81%
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	How satisfied or dissatisfied are you that Centrepont keeps you informed about things that matter to you?	76%	79%
TP08	Agreement that the landlord treats tenants fairly and with respect	To what extent do you agree or disagree with the following Centrepont treats me fairly and with respect?	87%	89%
TP09	Satisfaction with the landlord's approach to handling complaints	How satisfied or dissatisfied are you with Centrepont's approach to complaints handling?	56%	49%
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained	How satisfied or dissatisfied are you that Centrepont keeps these communal areas clean and well maintained?	91%	86%
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods	How satisfied or dissatisfied are you that Centrepont makes a positive contribution to your neighbourhood?	70%	82%
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour	How satisfied or dissatisfied are you with Centrepont's approach to handling anti-social behaviour?	70%	82%

Response Rate:

- 896 surveys sent out.
- 231 completed.
- 25.8%.