			Lewis			2023/24 Q1 STAR/TSM Residen	t Satis	faction				
Key Results				Tena	ant Sat	isfaction				Leaseh	older :	Satisfaction
,	Q1	Q2	Q3	Q4	Q1	Trend	Q1	Q2	Q3	Q4	Q1	Trend
QTP01: Satisfaction with overall service (Quarterly results) Based on TSM Likert scale	60%	48% TSM (^{39%} Questi	38%)N	57%	70% 60% 50% 40% 20% 10% 0% <u>Q1 Q2 Q3 Q4 Q1</u>	36%	27%	32%	20%	31%	40% 35% 30% 25% 20% 15% 10% 5% 0% 0% 01 0.2 0.3 0.4 0.1
QTP02_3: Has Lewisham Homes carried out a repair to your home in the last 12 months? (% Yes). Based on TSM Likert scale	62%	60% ŢSM (60% Questi	53% DN	54%	64% 62% 60% 58% 56% 54% 52% 50% 48% N (A) Q2 Q3 Q4 Q1	23%	19%	18%	18%	12%	25% 20% 15% 10% 5% 0%
QTP02: How satisfied or dissatisfied are you with the overall repairs service from Lewisham Homes over the last 12 months? Based on TSM Likert scale	62%	^{31%} TSM (51% Questi	38% 0N	62%	70% 60% 50% 40% 30% 20% 10% 0% Q1 Q2 Q3 Q4 Q1	32%	51%	31%	13%	19%	60% 50% 40% 30% 20% 10% 0%
QTP03: How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it? Based on TSM Likert scale	62%	47% TSM	49% Quest	40% 0N	51%	70% 60% 40% 30% 20% 10% 0% Q1 Q2 Q3 Q4 Q1	17%	27%	27%	15%	13%	30% 25% 20% 15% 10% 5% 0% Q1 Q2 Q3 Q4 Q1
QTP04: How satisfied or dissatisfied are you that Lewisham Homes provides a home that is well maintained? (Question changed weft Q3) Based on TSM Likert scale	N/A	n/a TSM	44% Quest	35% 10N	58%	70% 60% 50% 40% 30% 20% N/A 0% Q1 Q2 Q3 Q4 Q1	N/A	N/A	38%	17%	32%	60% 50% 40% 30% 20% N/A N/A 0% Q1 Q2 Q3 Q4 Q1
QTP05: Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Lewisham Homes provides a home that is safe? (Question changed weft Q3) Based on TSM Likert scale	N/A	n/a TSM (^{53%} Questi	47% 0N	65%	70% 60% 50% 40% 30% 20% N/A 10% 0% Q1 Q2 Q3 Q4 Q1	N/A	N/A	36%	42%	49%	60% 50% 40% 30% 20% N/A 10% Q1 Q2 Q3 Q4 Q1
QTP06: How satisfied or dissatisfied are you with the extent to which Lewisham Homes listens to your views and acts upon them? Based on TSM Likert scale	51%	^{38%} ŢSM (35% Questi	35% 0N	44%	60% 50% 40% 30% 20% 10% 0% Q1 Q2 Q3 Q4 Q1	26%	24%	29%	15%	21%	30% 25% 20% 15% 10% 5% 0% 21 Q2 Q3 Q4 Q1

Lewisham Homes 2023/24 Q1 STAR/TSM Reside															
Key Results			1	Tena	ant Sat	isfaction Trend	Leaseholder Satisfaction								
	Q1	Q2	Q3	Q4	Q1	Trend	Q1	Q2	Q3	Q4	Q1	Trend			
QTP07: How satisfied or dissatisfied are you with the way Lewisham Homes keeps you informed about things that matter to you as a resident? Based on TSM Likert scale	71%	48% ŢSM	55% Quest	50% ON	74%	80% 70% 60% 50% 40% 30% 20% 10% 0% <u>Q1 Q2 Q3 Q4 Q1</u>	58%	30%	52%	32%	50%	70% 60% 50% 40% 30% 20% 10% 0% <u>Q1 Q2 Q3 Q4 Q1</u>			
QTP08: To what extent do you agree or disagree with the following 'my landlord treats me fairly and with respect' (% Agree)?	66%	64% TSM (54% Questi	61% 0N	61%	70% 60% 50% 40% 30% 20% 10% 0% 	47%	42%	49%	40%	41%	60% 50% 40% 30% 20% 10% 0% 			
QTP09: Have you made a complaint to Lewisham Homes in the last 12 months (% yes)?	N/A	n∕a ŢSM (37% Questi	36% 0N	29%	40% 35% 30% 25% 20% 15% 10% 5% 0% Q1 Q2 Q3 Q4 Q1	N/A	N/A	32%	40%	31%	45% 40% 35% 30% 25% 20% 15% 10% N/A 5% 0% 			
QTP09a: How satisfied or dissatisfied are you with Lewisham Homes approach to complaints handling? Based on TSM Likert scale	44%	^{29%} TSM (11% Questi	11%)N	19%	50% 45% 40% 35% 30% 25% 20% 15% 10% 5% 0% 0% 0% 01 Q2 Q3 Q4 Q1	27%	13%	11%	4%	18%	30% 25% 20% 15% 10% 5% 0% 20 20% 20% 20% 20% 20% 20% 20% 20%			
QTP10: Do you live in a building with communal areas, either inside or outside, that Lewisham Homes is responsible for maintaining (% yes)?	64%	64% TSM (69% Questj	68% 0N	77%	90% 80% 70% 60% 50% 40% 30% 20% 10% 0% Q1 Q2 Q3 Q4 Q1	85%	85%	90%	93%	87%	94% 92% 90% 88% 86% 84% 82% 80% Q1 Q2 Q3 Q4 Q1			
QTP10a: How satisfied or dissatisfied are you that Lewisham Homes keeps these communal areas clean, safe and well- maintained? Based on TSM Likert scale	65%	43% TSM (49% Ruestj	34% 011	64%	70% 60% 50% 40% 30% 20% 10% N/A 0% Q1 Q2 Q3 Q4 Q1	47%	35%	33%	31%	42%	50% 45% 40% 35% 30% 25% 20% 15% 10% 0% 			
QTP11: How satisfied or dissatisfied are you that Lewisham Homes makes a positive contribution to your neighbourhood? Based on TSM Likert scale	57%	50% TSM (46% Quest	46% 10N	62%	70% 60% 50% 40% 30% 20% 10% 0% Q1 Q2 Q3 Q4 Q1	42%	22%	37%	29%	31%	45% 40% 35% 30% 25% 20% 15% 10% 5% 0% Q1 Q2 Q3 Q4 Q1			

	Lewisham Homes 2023/24 Q1 STAR/TSM Reside													
Key Results				Tena	ant Sat	Trend	Leaseholder Satisfaction							
	Q1	Q2	Q3	Q4	Q1	Henu	Q1	Q2	Q3	Q4	Q1	Trenu		
QTP12: How satisfied or dissatisfied are you with Lewisham Homes's approach to handling anti- social behaviour? Based on TSM Likert scale	53%	48% TSM	40% Ques	37% tion	48%	60% 50% 40% 30% 20% 10% 0% 	38%	16%	29%	22%	27%	40% 35% 30% 25% 20% 15% 10% 5% 0% 		
						Non-TSM Question	S							
QLH6: Generally, how satisfied or dissatisfied are you with the way Lewisham Homes deals with repairs and maintenance? Based on TSM Likert scale	51%	40%	36%	31%	48%	60% 50% 40% 30% 20% 10% 0% 	26%	18%	16%	14%	20%	30% 25% 20% 15% 10% 5% 0% Q1 Q2 Q3 Q4 Q1		
						80%						60%		
QLH10: Focusing more specifically on the cleaning of your external communal areas, how satisfied or dissatisfied are you with the cleaning service (% Yes, Quarterly results) Based on TSM Likert scale	64%	52%	51%	40%	72%	70% 60% 50% 40% 30% 20% 10% 0% 21 Q2 Q3 Q4 Q1	51%	40%	43%	33%	43%	50% 40% 30% 20% 10% 0% 		
QLH11: Focusing more specifically on the cleaning of your internal communal areas, how satisfied or dissatisfied are you with the cleaning service (% Yes, Quarterly results) Based on TSM Likert scale	68%	51%	57%	40%	65%	80% 70% 60% 50% 40% 30% 20% 10% 0% <u>Q1</u> Q2 Q3 Q4 Q1	57%	47%	46%	30%	51%	60% 50% 40% 30% 20% 10% 0% Q1 Q2 Q3 Q4 Q1		
QLH13: How satisfied or dissatisfied are you with the grounds maintenance, such as grass cutting, in your area? (Quarterly results) Based on TSM Likert scale	81%	64%	67%	60%	84%	90% 80% 70% 60% 50% 40% 30% 20% 10% 0% 41 Q2 Q3 Q4 Q1	66%	56%	63%	56%	65%	68% 66% 62% 60% 58% 56% 54% 52% 20% Q1 Q2 Q3 Q4 Q1		
QLH14: Thinking about the building where you live, how satisfied or dissatisfied are you with repairs to communal areas? Based on TSM Likert scale	65%	49%	41%	35%	61%	70% 60% 50% 40% 30% 20% 10% 0% <u>Q1 Q2 Q3 Q4 Q1</u>	42%	25%	29%	24%	26%	45% 40% 35% 30% 25% 20% 15% 10% 5% 0% <u>Q1 Q2 Q3 Q4 Q1</u>		

			Lewis	ham H	omes 2	2023/24 Q1 STAR/TSM Residen	t Satis	faction	Result	s Sumi	mary			
Key Results	Tenant Satisfaction							Leaseholder Satisfaction						
	Q1	Q2	Q3	Q4	Q1	Trend	Q1	Q2	Q3	Q4	Q1	Trend		
QLH23: To what extent you do agree or disagree with the statement? "Lewisham Homes has friendly and approachable staff" (Quarterly results) Based on TSM Likert scale	68%	67%	62%	65%	69%	70% 68% 66% 64% 62% 60% 58% 56% Q1 Q2 Q3 Q4 Q1	57%	54%	55%	43%	46%	60% 50% 40% 30% 20% 10% Q1 Q2 Q3 Q4 Q1		