

Benchmarking

The Pioneer Group vs Sector
(Housemark Data)



Benchmarking

Satisfaction Measure	Quartile 1	Median	Quartile 3	The Pioneer Group
TP01: Overall Satisfaction	61.00	69.40	78.00	80.00
TP02: Satisfaction with the overall repairs service	84.50	70.40	78.70	73.40
TP03: Time taken to complete their most recent repair	55.00	60.40	75.50	14.50
TP04: Home is well maintained	81.30	69.40	77.60	78.00
TP05: Home is safe	85.00	76.10	82.15	82.00
TP06: Landlord seems to demand views and act upon them	51.00	50.80	57.30	44.00
TP07: Keeps them informed about things that matter to them	81.70	69.50	76.70	74.00
TP08: Landlord treats them fairly and with respect	70.00	70.30	81.90	81.40
TP09: Satisfied with their landlord's approach to complaints handling	25.00	31.80	48.00	17.00
TP10: Satisfied that their landlord keeps communal areas clean and well maintained	50.70	63.50	72.30	18.50
TP11: Landlord makes a positive contribution to the neighbourhood	50.00	62.50	71.20	73.00
TP12: Landlord's approach to handling anti-social behaviour	51.00	57.00	63.60	52.50

Green = Upper Quartile
 Amber = Median
 Red = Lower Quartile

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