



Overall Satisfaction

Residents were asked, “Taking everything into account, how satisfied or dissatisfied are you with the service provided by Sapphire Independent Living?” This is the key metric in any tenant perception survey.

Of the 70% of residents who are satisfied with the overall service, 47% are very satisfied and a further 23% are fairly satisfied.

However, a quarter of residents are dissatisfied, and 5% are neither satisfied nor dissatisfied.

Satisfaction has improved by 6 percentage points (p.p) since the previous TSM-based survey in 2023/24

When looking at the different housing need categories, perhaps a little unusually, those in the general needs properties are the most satisfied overall, whilst those in new properties are the least.

