

Customer Satisfaction Results



Repairs & Maintenance

Aids & Adaptations Survey Response

Key:

Satisfaction Lower than 90%	
Satisfaction between 90% and 95%	
Satisfaction higher than 95%	

	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	18/19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sept-19	19/20
How satisfied were you with the overall adaptations service?	94.4%	100%	100%	100%	100%	100%	98.7%	100%	100%	100%	96.4%	86.7%	100%	97.7%
Was your home left clean and tidy?	94.1%	100%	100%	100%	100%	100%	99.6%	100%	95.5%	100%	96.4%	86.7%	94.1%	96.2%
Was your adaptation completed as we arranged?	94.1%	100%	92.9%	100%	94.4%	92.9%	96.8%	100%	100%	96.3%	96.4%	86.7%	100%	97.0%
Did the staff who worked in your home show you their ID?	94.1%	100%	100%	100%	100%	92.9%	97.7%	100%	89.5%	100%	100%	100%	86.7%	96.6%
How satisfied were you with the level of contact provided?	82.4%	100%	100%	100%	94.7%	100%	97.3%	100%	100%	96.3%	96.3%	85.7%	88.2%	95.4%
How satisfied are you with the information and advice?	81.3%	100%	100%	100%	100%	100%	97.6%	100%	100%	95.7%	96.0%	91.7%	92.3%	96.5%
Number of surveys	18	20	15	17	19	14	226	24	22	27	28	15	17	133

Day to Day Repairs Survey Response

Key:

Satisfaction Lower than 90%	
Satisfaction between 90% and 95%	
Satisfaction higher than 95%	

	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	18/19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sept-19	19/20
How satisfied were you with the overall repair?	97.5%	99.0%	98.7%	100%	96.9%	98.0%	98.4%	97.5%	100%	92.8%	92.4%	98.0%	100%	96.8%
Was the repair easy to report?	95.8%	100%	98.7%	98.4%	97.9%	97.0%	98.1%	99.2%	100%	100%	97.4%	99.0%	98.3%	98.9%
Did we attend when we said we would?	97.5%	96.9%	97.3%	96.8%	100%	94.1%	97.6%	97.6%	97.0%	98.0%	92.6%	97.9%	100%	97.1%
Was the repair completed first time?	93.4%	94.9%	96.0%	94.3%	86.9%	93.1%	92.2%	90.3%	92.9%	89.9%	82.6%	92.9%	92.1%	89.9%
Was your home left clean and tidy?	100%	100%	100%	99.2%	98.0%	99.0%	98.9%	99.2%	100%	95.9%	95.8%	100%	98.3%	98.2%
How satisfied were you with the operative(s) who carried out the works?	99.2%	100%	98.6%	100%	100%	99.0%	99.4%	98.4%	100%	92.9%	94.1%	100%	100%	97.5%
Were the operative(s) easily identifiable?	97.5%	98.9%	98.5%	98.3%	96.8%	98.0%	98.4%	99.2%	100%	98.0%	99.1%	100%	97.2%	98.9%
Number of surveys	121	97	75	120	98	102	1,242	121	100	97	119	99	117	653

Gas Repairs Survey Response

Key:

Satisfaction Lower than 90%	
Satisfaction between 90% and 95%	
Satisfaction higher than 95%	

	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	18/19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sept-19	19/20
How satisfied were you with the overall repair?	100%	94.7%	100%	100%	100%	97.3%	98.8%	100%	97.5%	94.7%	100%	97.5%	100%	98.4%
Was the repair easy to report?	96.0%	100%	100%	100%	97.4%	100%	98.8%	100%	100%	97.4%	97.7%	100%	97.2%	98.8%
Did we attend when we said we would?	100%	97.4%	96.4%	100%	97.4%	97.3%	98.6%	97.8%	100%	100%	100%	100%	100%	99.6%
Was the repair completed first time?	93.9%	86.8%	96.6%	89.4%	79.5%	89.2%	86.5%	89.1%	90.0%	81.6%	82.2%	87.5%	88.9%	86.5%
If not, did the Operative explain why?									100%	66.7%	83.3%	100%	100%	87.0%
Was your home left clean and tidy?	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
How satisfied were you with the operative(s) who carried out the works?	100%	100%	100%	97.9%	97.3%	100%	99.4%	100%	97.6%	100%	97.7%	100%	100%	99.2%
Were the operative(s) easily identifiable?	100%	100%	100%	97.8%	91.7%	100%	98.5%	97.8%	100%	97.3%	100%	91.7%	100%	97.9%
Number of surveys	49	38	30	47	37	37	484	46	40	38	44	40	36	244

Gas Servicing Survey Response

Key:

Satisfaction Lower than 90%	
Satisfaction between 90% and 95%	
Satisfaction higher than 95%	

	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	18/19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sept-19	19/20
How satisfied were you with the overall service?	98.0%	100%	100%	100%	100%	100%	99.6%	100%	100%	100%	100%	100%	100%	100%
Do you consider the work to be completed?	98.0%	95.0%	96.7%	98.0%	97.5%	97.5%	97.5%	98.0%	100%	100%	97.4%	97.5%	100%	98.8%
If not, did the Operative explain why?									-	-	100%	-	-	100%
Did we attend when we said we would?	98.0%	100%	100%	98.0%	97.4%	100%	98.7%	100%	100%	91.9%	97.4%	94.9%	97.9%	97.3%
Was your home left clean and tidy?	100%	100v	100%	100%	100%	100%	100%	98.0%	100%	100%	100%	100%	100%	99.6%
How satisfied were you with the operative(s) who carried out the works?	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	97.4%	100%	100%	99.6%
Were the operative(s) easily identifiable?	100%	100%	100%	100%	100%	97.4%	99.4%	97.9%	100%	97.3%	100%	100%	100%	99.2%
Number of surveys	51	40	30	50	40	40	484	50	44	36	39	40	48	257

Home Improvement Survey Response

Key:

Satisfaction Lower than 90%	
Satisfaction between 90% and 95%	
Satisfaction higher than 95%	

	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	18/19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sept-19	19/20
How satisfied were you with the overall quality of the improvement work?	100%	100%	100%	100%	96.4%	100%	99.0%	100%	100%	86.7%	98.3%	100%	96.9%	97.6%
Did we attend the property when we said we would?	100%	96.2%	95.2%	100%	96.5%	100%	98.0%	91.7%	100%	93.3%	96.6%	100%	100%	97.0%
Do you consider the work to be completed?	66.7%	92.3%	90.0%	97.1%	94.6%	98.7%	93.2%	91.7%	100%	80.0%	93.0%	97.1%	81.3%	90.5%
Was your home left clean and tidy?	100%	100%	100%	100%	92.7%	100%	98.6%	95.8%	100%	93.3%	98.3%	91.2%	96.9%	95.8%
How satisfied were you with the operative(s) who carried out the works?	100%	95.8%	100%	100%	100%	100%	99.7%	100%	100%	93.3%	100%	100%	96.9%	98.8%
Were the operative(s) easily identifiable?	100%	100%	100%	100%	96.4%	100%	99.3%	95.2%	100%	100%	100%	96.8%	100%	98.8%
Number of surveys	6	25	21	34	56	74	294	24	6	15	58	34	32	169

Cleaning Services Survey Response

Key:

Satisfaction Lower than 90%	
Satisfaction between 90% and 95%	
Satisfaction higher than 95%	

	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	18/19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sept-19	19/20
How satisfied were you with the overall cleaning service?	97.4%	85.3%	100%	95.2%	91.9%	83.3%	91.9%	95.7%	84.6%	90.0%	95.0%	100%	94.3%	93.0%
Do the operatives attend regularly?	97.4%	96.7%	96.0%	100%	94.1%	93.6%	97.0%	100%	88.6%	95.0%	100%	100%	97.1%	96.9%
Were the operative(s) easily identifiable?	100%	100%	95.5%	100%	100%	96.7%	99.2%	97.9%	100%	97.1%	100%	100%	100%	99.0%
How satisfied were you with the operative(s) who carried out the works?	97.4%	97.1%	100%	97.6%	88.9%	89.7%	94.7%	97.9%	92.3%	90.0%	94.7%	100%	94.3%	94.7%
Number of surveys	39	34	26	42	37	30	420	47	39	40	40	28	35	229

Grounds Maintenance Survey Response

Key:

Satisfaction Lower than 90%	
Satisfaction between 90% and 95%	
Satisfaction higher than 95%	

	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	18/19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Aug-19	19/20
How satisfied were you with the overall grounds maintenance service?	91.2%	80.7%	88.5%	94.3%	85.7%	96.4%	89.6%	93.2%	86.2%	74.4%	81.4%	89.3%	83.9%	84.6%
Are the communal gardens maintained and paths cleared of litter regularly?	65.5%	63.0%	83.3%	72.7%	78.3%	77.8%	73.4%	66.7%	61.9%	84.6%	72.7%	87.0%	80.0%	75.3%
Were the operative(s) easily identifiable?	100%	96.3%	94.1%	100%	100%	100%	98.8%	94.9%	88.5%	100%	93.9%	100%	100%	96.1%
How satisfied were you with the operative(s) who carried out the works?	96.8%	83.9%	96.0%	97.1%	88.9%	100%	92.3%	92.9%	85.2%	89.5%	90.9%	96.3%	93.6%	91.4%
Satisfaction with grass cutting	93.3%						90.9%	95.2%	89.3%	84.6%	90.9%	92.9%	87.1%	89.5%
Satisfaction with trees and shrubs maintenance	89.5%	75.0%	76.9%	80.0%	88.9%	89.5%	83.2%	96.0%	80.0%	76.5%	72.7%	65.2%	80.8%	77.9%
Satisfaction with weeding	87.5%	79.0%	77.8%	100%	85.7%	92.9%	83.0%	93.8%	68.8%	76.7%	79.4%	70.0%	84.2%	78.5%
Satisfaction with litter picking	85.2%	77.3%	81.3%	95.7%	100%	83.3%	86.4%	88.2%	78.3%	82.1%	70.6%	81.0%	85.7%	80.8%
Number of surveys	34	31	26	35	28	28	385	44	29	39	43	28	31	214