

Customer Satisfaction Results



Repairs & Maintenance

Aids & Adaptations Survey Response

Key:

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

	Jun-19	Jul-19	Aug-19	Sept-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	19/20	Apr-20	May-20	20/21
How satisfied were you with the overall adaptations service?	100%	96.4%	86.7%	100%	91.7%	95.0%	100%	100%	95.2%	100%	97.1%	100%	100%	100%
Was your home left clean and tidy?	100%	96.4%	86.7%	94.1%	100%	100%	100%	100%	95.0%	100%	97.5%	100%	100%	100%
Was your adaptation completed as we arranged?	96.3%	96.4%	86.7%	100%	95.8%	95.0%	100%	100%	95.2%	100%	97.1%	100%	100%	100%
Did the staff who worked in your home show you their ID?	100%	100%	100%	86.7%	90.0%	100%	100%	100%	100%	100%	97.2%	100%	100%	100%
How satisfied were you with the level of contact provided?	96.3%	96.3%	85.7%	88.2%	95.5%	95.0%	100%	100%	95.0%	100%	96.2%	100%	100%	100%
How satisfied are you with the information and advice?	95.7%	96.0%	91.7%	92.3%	95.2%	94.4%	100%	100%	95.0%	100%	96.8%	100%	100%	100%
Number of surveys	27	28	15	17	24	20	9	18	21	20	245	3	1	4

Day to Day Repairs Survey Response

Key:

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

	Jun-19	Jul-19	Aug-19	Sept-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	19/20	Apr-20	May-20	20/21
How satisfied were you with the overall repair?	92.8%	92.4%	98.0%	100%	99.1%	99.0%	97.3%	97.2%	98.0%	98.0%	97.4%	95.3%	98.8%	97.3%
Was the repair easy to report?	100%	97.4%	99.0%	98.3%	100%	100%	98.6%	97.3%	99.0%	100%	99.0%	98.4%	100%	99.3%
Did we attend when we said we would?	98.0%	92.6%	97.9%	100%	97.4%	98.0%	94.5%	99.1%	99.0%	99.0%	97.5%	100%	98.8%	99.3%
Was the repair completed first time?	89.9%	82.6%	92.9%	92.1%	90.4%	95.1%	90.5%	88.2%	94.1%	93.1%	90.9%	84.4%	88.4%	86.7%
Was your home left clean and tidy?	95.9%	95.8%	100%	98.3%	100%	100%	100%	99.1%	100%	100%	99.0%	98.4%	100%	99.3%
How satisfied were you with the operative(s) who carried out the works?	92.9%	94.1%	100%	100%	100%	100%	98.6%	99.1%	100%	100%	98.6%	98.4%	100%	99.3%
Were the operative(s) easily identifiable?	98.0%	99.1%	100%	97.2%	100%	100%	100%	100%	100%	100%	99.4%	95.3%	98.8%	97.3%
Number of surveys	97	119	99	117	114	101	74	109	102	101	1,254	64	86	150

Gas Repairs Survey Response

Key:

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

	Jun-19	Jul-19	Aug-19	Sept-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	19/20	Apr-20	May-20	20/21
How satisfied were you with the overall repair?	94.7%	100%	97.5%	100%	100%	97.7%	96.9%	95.8%	97.6%	100%	98.2%	100%	97.4%	98.7%
Was the repair easy to report?	97.4%	97.7%	100%	97.2%	100%	97.7%	100%	97.9%	100%	100%	99.0%	100%	100%	100%
Did we attend when we said we would?	100%	100%	100%	100%	100%	95.4%	100%	100%	100%	100%	99.4%	100%	100%	100%
Was the repair completed first time?	81.6%	82.2%	87.5%	88.9%	77.1%	86.4%	93.8%	81.3%	85.4%	86.7%	85.7%	92.5%	76.9%	84.8%
If not, did the Operative explain why?	66.7%	83.3%	100%	100%	100%	100%	100%	100%	100%	100%	94.6%	100%	100%	100%
Was your home left clean and tidy?	100%	100%	100%	100%	100%	100%	96.9%	95.8%	100%	100%	99.4%	100%	97.4%	98.7%
How satisfied were you with the operative(s) who carried out the works?	100%	97.7%	100%	100%	100%	100%	100%	95.7%	97.6%	100%	99.0%	100%	97.4%	98.7%
Were the operative(s) easily identifiable?	97.3%	100%	91.7%	100%	100%	97.6%	100%	100%	100%	100%	98.7%	100%	100%	100%
Number of surveys	38	44	40	36	35	44	32	48	41	45	489	40	39	79

Gas Servicing Survey Response

Key:

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

	Jun-19	Jul-19	Aug-19	Sept-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	19/20	Apr-20	May-20	20/21
How satisfied were you with the overall service?	100%	100%	100%	100%	97.4%	97.8%	100%	100%	100%	100%	99.6%	100%	100%	100%
Do you consider the work to be completed?	100%	97.4%	97.5%	100%	100%	97.8%	100%	98.0%	97.5%	97.9%	97.6%	100%	97.5%	98.8%
If not, did the Operative explain why?	-	100%	-	-	-	100%	100%	100%	100%	100%	100%	-	100%	100%
Did we attend when we said we would?	91.9%	97.4%	94.9%	97.9%	100%	93.3%	100%	100%	97.5%	97.9%	97.6%	97.5%	100%	98.7%
Was your home left clean and tidy?	100%	100%	100%	100%	97.4%	100%	100%	100%	100%	100%	99.6%	100%	100%	100%
How satisfied were you with the operative(s) who carried out the works?	100%	97.4%	100%	100%	97.4%	100%	100%	100%	100%	100%	99.6%	100%	97.5%	98.8%
Were the operative(s) easily identifiable?	97.3%	100%	100%	100%	97.4%	100%	100%	100%	100%	100%	99.4%	97.4%	100%	98.7%
Number of surveys	36	39	40	48	39	45	31	48	40	47	507	39	40	79

Home Improvement Survey Response

Key:

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

	Jun-19	Jul-19	Aug-19	Sept-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	19/20	Apr-20	May-20	20/21
How satisfied were you with the overall quality of the improvement work?	86.7%	98.3%	100%	96.9%	98.5%	96.8%	92.3%	96.6%	100%	92.5%	97.2%	100%	-	100%
Did we attend the property when we said we would?	93.3%	96.6%	100%	100%	98.5%	90.3%	92.3%	100%	94.1%	97.5%	96.5%	93.8%	-	93.8%
Do you consider the work to be completed?	80.0%	93.0%	97.1%	81.3%	87.7%	87.1%	92.3%	86.7%	72.6%	77.5%	85.9%	93.8%	-	93.8%
Was your home left clean and tidy?	93.3%	98.3%	91.2%	96.9%	98.5%	100%	84.6%	86.7%	88.5%	90.0%	94.0%	100%	-	100%
How satisfied were you with the operative(s) who carried out the works?	93.3%	100%	100%	96.9%	100%	96.8%	92.3%	93.3%	93.9%	95.0%	97.2%	93.8%	-	93.8%
Were the operative(s) easily identifiable?	100%	100%	96.8%	100%	98.4%	96.6%	91.7%	100%	97.9%	94.6%	97.9%	100%	-	100%
Number of surveys	15	58	34	32	65	31	13	29	52	40	399	16	-	16

Cleaning Services Survey Response

Key:

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

	Jun-19	Jul-19	Aug-19	Sept-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	19/20	Apr-20	May-20	20/21
How satisfied were you with the overall cleaning service?	90.0%	95.0%	100%	94.3%	78.0%	73.1%	92.0%	89.4%	87.2%	94.1%	89.5%	97.2%	97.2%	97.2%
Do the operatives attend regularly?	95.0%	100%	100%	97.1%	95.0%	96.0%	100%	100%	97.9%	97.1%	97.3%	97.2%	100%	98.6%
Were the operative(s) easily identifiable?	97.1%	100%	100%	100%	96.6%	100%	100%	100%	100%	100%	99.2%	100%	100%	100%
How satisfied were you with the operative(s) who carried out the works?	90.0%	94.7%	100%	94.3%	75.6%	88.5%	96.0%	91.5%	89.4%	94.1%	91.7%	97.1%	97.2%	97.1%
Number of surveys	40	40	28	35	41	26	25	47	47	34	449	36	36	72

Grounds Maintenance Survey Response

Key:

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

	18/19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Aug-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	19/20
How satisfied were you with the overall grounds maintenance service?	89.6%	93.2%	86.2%	74.4%	81.4%	89.3%	83.9%	88.9%	82.1%	95.0%	94.9%	90.5%	92.9%	87.5%
Are the communal gardens maintained and paths cleared of litter regularly?	73.4%	66.7%	61.9%	84.6%	72.7%	87.0%	80.0%	86.1%	85.7%	90.0%	-	-	-	79.0%
Were the operative(s) easily identifiable?	98.8%	94.9%	88.5%	100%	93.9%	100%	100%	100%	100%	100%	100%	100%	100%	97.9%
How satisfied were you with the operative(s) who carried out the works?	92.3%	92.9%	85.2%	89.5%	90.9%	96.3%	93.6%	100%	92.6%	95.2%	94.6%	95.2%	96.4%	93.6%
Satisfaction with grass cutting	90.9%	95.2%	89.3%	84.6%	90.9%	92.9%	87.1%	86.4%	81.5%	100%	-	-	-	88.4%
Satisfaction with hedge and shrubs maintenance	83.2%	96.0%	80.0%	76.5%	72.7%	65.2%	80.8%	82.5%	85.2%	90.5%	92.1%	90.0%	96.0%	83.*%
Satisfaction with weeding	83.0%	93.8%	68.8%	76.7%	79.4%	70.0%	84.2%	85.3%	82.6%	90.0%	89.2%	91.2%	90.0%	83.8%
Satisfaction with litter picking	86.4%	88.2%	78.3%	82.1%	70.6%	81.0%	85.7%	90.6%	95.8%	80.0%	87.2%	91.9%	82.6%	84.8%
Number of surveys	385	44	29	39	43	28	31	45	28	20	39	42	28	416