

Customer Satisfaction Results



Repairs & Maintenance

Aids & Adaptations Survey Response

Key:

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

	Sept-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	19/20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	20/21
How satisfied were you with the overall adaptations service?	100%	91.7%	95.0%	100%	100%	95.2%	100%	97.1%	100%	100%	100%	100%	100%	100%
Was your home left clean and tidy?	94.1%	100%	100%	100%	100%	95.0%	100%	97.5%	100%	100%	100%	92.3%	100%	98.0%
Was your adaptation completed as we arranged?	100%	95.8%	95.0%	100%	100%	95.2%	100%	97.1%	100%	100%	100%	100%	90.9%	95.9%
Did the staff who worked in your home show you their ID?	86.7%	90.0%	100%	100%	100%	100%	100%	97.2%	100%	100%	100%	100%	100%	100%
How satisfied were you with the level of contact provided?	88.2%	95.5%	95.0%	100%	100%	95.0%	100%	96.2%	100%	100%	100%	100%	100%	100%
How satisfied are you with the information and advice?	92.3%	95.2%	94.4%	100%	100%	95.0%	100%	96.8%	100%	100%	100%	100%	100%	100%
Number of surveys	17	24	20	9	18	21	20	245	3	1	10	13	22	49

Day to Day Repairs Survey Response

Key:

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

	Sept-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	19/20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	20/21
How satisfied were you with the overall repair?	100%	99.1%	99.0%	97.3%	97.2%	98.0%	98.0%	97.4%	95.3%	98.8%	100%	100%	98.5%	98.6%
Was the repair easy to report?	98.3%	100%	100%	98.6%	97.3%	99.0%	100%	99.0%	98.4%	100%	100%	98.6%	100%	99.4%
Did we attend when we said we would?	100%	97.4%	98.0%	94.5%	99.1%	99.0%	99.0%	97.5%	100%	98.8%	97.2%	100%	100%	99.2%
Was the repair completed first time?	92.1%	90.4%	95.1%	90.5%	88.2%	94.1%	93.1%	90.9%	84.4%	88.4%	94.4%	93.1%	88.2%	89.8%
Was your home left clean and tidy?	98.3%	100%	100%	100%	99.1%	100%	100%	99.0%	98.4%	100%	98.6%	100%	100%	99.5%
How satisfied were you with the operative(s) who carried out the works?	100%	100%	100%	98.6%	99.1%	100%	100%	98.6%	98.4%	100%	100%	100%	100%	99.7%
Were the operative(s) easily identifiable?	97.2%	100%	100%	100%	100%	100%	100%	99.4%	95.3%	98.8%	100%	100%	98.5%	98.6%
Number of surveys	117	114	101	74	109	102	101	1,254	64	86	71	72	68	361

Gas Repairs Survey Response

Key:

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

	Sept-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	19/20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	20/21
How satisfied were you with the overall repair?	100%	100%	97.7%	96.9%	95.8%	97.6%	100%	98.2%	100%	97.4%	100%	100%	100%	99.5%
Was the repair easy to report?	97.2%	100%	97.7%	100%	97.9%	100%	100%	99.0%	100%	100%	100%	100%	100%	100%
Did we attend when we said we would?	100%	100%	95.4%	100%	100%	100%	100%	99.4%	100%	100%	97.4%	100%	100%	99.5%
Was the repair completed first time?	88.9%	77.1%	86.4%	93.8%	81.3%	85.4%	86.7%	85.7%	92.5%	76.9%	81.6%	92.7%	100%	88.8%
If not, did the Operative explain why?	100%	100%	100%	100%	100%	100%	100%	94.6%	100%	100%	100%	100%	-	100%
Was your home left clean and tidy?	100%	100%	100%	96.9%	95.8%	100%	100%	99.4%	100%	97.4%	100%	100%	100%	99.5%
How satisfied were you with the operative(s) who carried out the works?	100%	100%	100%	100%	95.7%	97.6%	100%	99.0%	100%	97.4%	100%	100%	100%	99.5%
Were the operative(s) easily identifiable?	100%	100%	97.6%	100%	100%	100%	100%	98.7%	100%	100%	100%	100%	100%	100%
Number of surveys	36	35	44	32	48	41	45	489	40	39	38	41	40	198

Gas Servicing Survey Response

Key:

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

	Sept-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	19/20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	20/21
How satisfied were you with the overall service?	100%	97.4%	97.8%	100%	100%	100%	100%	99.6%	100%	100%	100%	100%	97.8%	99.6%
Do you consider the work to be completed?	100%	100%	97.8%	100%	98.0%	97.5%	97.9%	97.6%	100%	97.5%	100%	97.8%	100%	99.1%
If not, did the Operative explain why?	-	-	100%	100%	100%	100%	100%	100%	-	100%	-	100%	-	100%
Did we attend when we said we would?	97.9%	100%	93.3%	100%	100%	97.5%	97.9%	97.6%	97.5%	100%	100%	100%	97.8%	99.1%
Was your home left clean and tidy?	100%	97.4%	100%	100%	100%	100%	100%	99.6%	100%	100%	100%	100%	97.8%	99.6%
How satisfied were you with the operative(s) who carried out the works?	100%	97.4%	100%	100%	100%	100%	100%	99.6%	100%	97.5%	100%	100%	97.8%	99.1%
Were the operative(s) easily identifiable?	100%	97.4%	100%	100%	100%	100%	100%	99.4%	97.4%	100%	100%	100%	97.5%	99.1%
Number of surveys	48	39	45	31	48	40	47	507	39	40	55	46	45	225

Home Improvement Survey Response

Key:

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

	May-19	Jun-19	Jul-19	Aug-19	Sept-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	19/20	Apr-20	20/21
How satisfied were you with the overall quality of the improvement work?	100%	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?	100%	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?	100%	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?	100%	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?	100%	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%	100%	96.8%	100%	98.4%	96.6%	91.7%	100%	97.9%	94.6%	97.9%	100%	100%
Number of surveys	6	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%	

	Sept-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	19/20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	20/21
How satisfied were you with the overall cleaning service?	94.3%	78.0%	73.1%	92.0%	89.4%	87.2%	94.1%	89.5%	97.2%	97.2%	91.7%	87.5%	92.5%	93.1%
Do the operatives attend regularly?	97.1%	95.0%	96.0%	100%	100%	97.9%	97.1%	97.3%	97.2%	100%	100%	100%	100%	99.5%
Were the operative(s) easily identifiable?	100%	96.6%	100%	100%	100%	100%	100%	99.2%	100%	100%	100%	100%	100%	100%
How satisfied were you with the operative(s) who carried out the works?	94.3%	75.6%	88.5%	96.0%	91.5%	89.4%	94.1%	91.7%	97.1%	97.2%	94.4%	87.5%	92.5%	93.6%
Number of surveys	35	41	26	25	47	47	34	449	36	36	36	40	40	188

Grounds Maintenance Survey Response

Key:

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

	Aug-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	19/20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	20-21
How satisfied were you with the overall grounds maintenance service?	83.9%	88.9%	82.1%	95.0%	94.9%	90.5%	92.9%	87.5%	100%	-	92.9%	92.5%	90.0%	92.1%
Are the communal gardens maintained and paths cleared of litter regularly?	80.0%	86.1%	85.7%	90.0%	-	-	-	79.0%	-	-	96.3%	100%	92.3%	96.2%
Were the operative(s) easily identifiable?	100%	100%	100%	100%	100%	100%	100%	97.9%	100%	-	100%	100%	100%	100%
How satisfied were you with the operative(s) who carried out the works?	93.6%	100%	92.6%	95.2%	94.6%	95.2%	96.4%	93.6%	100%	-	92.9%	95.0%	92.5%	93.9%
Satisfaction with grass cutting	87.1%	86.4%	81.5%	100%	-	-	-	88.4%	-	-	88.9%	92.3%	97.2%	93.1%
Satisfaction with hedge and shrubs maintenance	80.8%	82.5%	85.2%	90.5%	92.1%	90.0%	96.0%	83.8%	100%	-	85.7%	89.5%	89.5%	89.1%
Satisfaction with weeding	84.2%	85.3%	82.6%	90.0%	89.2%	91.2%	90.0%	83.8%	83.3%	-	88.5%	83.8%	76.5%	82.5%
Satisfaction with litter picking	85.7%	90.6%	95.8%	80.0%	87.2%	91.9%	82.6%	84.8%	83.3%	-	92.3%	89.2%	88.2%	89.3%
Number of surveys	31	45	28	20	39	42	28	416	6	-	28	40	40	114