

Customer Satisfaction Results



Repairs & Maintenance

Aids & Adaptations Survey Response

Key:

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

| | Feb-20 | Mar-20 | 19/20 | Apr-20 | May-20 | Jun-20 | Jul-20 | Aug-20 | Sept-20 | Oct-20 | Nov-20 | Dec-20 | Jan-21 | 20/21 |
|--|--------|--------|-------|--------|--------|--------|--------|--------|---------|--------|--------|--------|--------|-------|
| How satisfied were you with the overall adaptations service? | 95.2% | 100% | 97.1% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Was your home left clean and tidy? | 95.0% | 100% | 97.5% | 100% | 100% | 100% | 92.3% | 100% | 100% | 100% | 93.3% | 100% | 94.7% | 97.7% |
| Was your adaptation completed as we arranged? | 95.2% | 100% | 97.1% | 100% | 100% | 100% | 100% | 90.9% | 100% | 100% | 100% | 100% | 100% | 98.5% |
| Did the staff who worked in your home show you their ID? | 100% | 100% | 97.2% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 94.1% | 93.3% | 98.2% |
| How satisfied were you with the level of contact provided? | 95.0% | 100% | 96.2% | 100% | 100% | 100% | 100% | 100% | 88.2% | 100% | 100% | 100% | 100% | 98.5% |
| How satisfied are you with the information and advice? | 95.0% | 100% | 96.8% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Number of surveys | 21 | 20 | 245 | 3 | 1 | 10 | 13 | 22 | 17 | 15 | 15 | 17 | 19 | 132 |

Day to Day Repairs Survey Response

Key:

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

| | Feb-20 | Mar-20 | 19/20 | Apr-20 | May-20 | Jun-20 | Jul-20 | Aug-20 | Sept-20 | Oct-20 | Nov-20 | Dec-20 | Jan-21 | 20/21 |
|---|--------|--------|-------|--------|--------|--------|--------|--------|---------|--------|--------|--------|--------|-------|
| How satisfied were you with the overall repair? | 98.0% | 98.0% | 97.4% | 95.3% | 98.8% | 100% | 100% | 98.5% | 100% | 100% | 100% | 97.1% | 97.2% | 98.7% |
| Was the repair easy to report? | 99.0% | 100% | 99.0% | 98.4% | 100% | 100% | 98.6% | 100% | 100% | 100% | 100% | 100% | 98.6% | 99.6% |
| Did we attend when we said we would? | 99.0% | 99.0% | 97.5% | 100% | 98.8% | 97.2% | 100% | 100% | 98.6% | 100% | 98.5% | 98.6% | 98.6% | 99.0% |
| Was the repair completed first time? | 94.1% | 93.1% | 90.9% | 84.4% | 88.4% | 94.4% | 93.1% | 88.2% | 97.1% | 95.7% | 83.8% | 92.9% | 88.7% | 90.7% |
| Was your home left clean and tidy? | 100% | 100% | 99.0% | 98.4% | 100% | 98.6% | 100% | 100% | 100% | 100% | 98.6% | 100% | 100% | 99.6% |
| How satisfied were you with the operative(s) who carried out the works? | 100% | 100% | 98.6% | 98.4% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 98.6% | 100% | 99.7% |
| Were the operative(s) easily identifiable? | 100% | 100% | 99.4% | 95.3% | 98.8% | 100% | 100% | 98.5% | 98.5% | 100% | 100% | 100% | 100% | 99.1% |
| Number of surveys | 102 | 101 | 1,254 | 64 | 86 | 71 | 72 | 68 | 70 | 69 | 70 | 70 | 71 | 711 |

Gas Repairs Survey Response

Key:

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

| | Feb-20 | Mar-20 | 19/20 | Apr-20 | May-20 | Jun-20 | Jul-20 | Aug-20 | Sept-20 | Oct-20 | Nov-20 | Dec-20 | Jan-21 | 20/21 |
|---|--------|--------|-------|--------|--------|--------|--------|--------|---------|--------|--------|--------|--------|-------|
| How satisfied were you with the overall repair? | 97.6% | 100% | 98.2% | 100% | 97.4% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 97.5% | 99.5% |
| Was the repair easy to report? | 100% | 100% | 99.0% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 95.0% | 100% | 99.5% |
| Did we attend when we said we would? | 100% | 100% | 99.4% | 100% | 100% | 97.4% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 99.8% |
| Was the repair completed first time? | 85.4% | 86.7% | 85.7% | 92.5% | 76.9% | 81.6% | 92.7% | 100% | 87.5% | 95.0% | 95.0% | 100% | 85.0% | 90.7% |
| If not, did the Operative explain why? | 100% | 100% | 94.6% | 100% | 100% | 100% | 100% | - | 100% | 100% | 100% | - | 100% | 100% |
| Was your home left clean and tidy? | 100% | 100% | 99.4% | 100% | 97.4% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 99.8% |
| How satisfied were you with the operative(s) who carried out the works? | 97.6% | 100% | 99.0% | 100% | 97.4% | 100% | 100% | 100% | 100% | 100% | 100% | 97.5% | 100% | 99.5% |
| Were the operative(s) easily identifiable? | 100% | 100% | 98.7% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Number of surveys | 41 | 45 | 489 | 40 | 39 | 38 | 41 | 40 | 40 | 40 | 40 | 40 | 40 | 398 |

Gas Servicing Survey Response

Key:

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

| | Feb-20 | Mar-20 | 19/20 | Apr-20 | May-20 | Jun-20 | Jul-20 | Aug-20 | Sept-20 | Oct-20 | Nov-20 | Dec-20 | Jan-21 | 20/21 |
|---|--------|--------|-------|--------|--------|--------|--------|--------|---------|--------|--------|--------|--------|-------|
| How satisfied were you with the overall service? | 100% | 100% | 99.6% | 100% | 100% | 100% | 100% | 97.8% | 100% | 100% | 100% | 100% | 100% | 99.8% |
| Do you consider the work to be completed? | 97.5% | 97.9% | 97.6% | 100% | 97.5% | 100% | 97.8% | 100% | 100% | 100% | 100% | 100% | 100% | 99.5% |
| If not, did the Operative explain why? | 100% | 100% | 100% | - | 100% | - | 100% | - | - | - | - | - | - | 100% |
| Did we attend when we said we would? | 97.5% | 97.9% | 97.6% | 97.5% | 100% | 100% | 100% | 97.8% | 100% | 97.6% | 97.5% | 100% | 100% | 99.1% |
| Was your home left clean and tidy? | 100% | 100% | 99.6% | 100% | 100% | 100% | 100% | 97.8% | 100% | 100% | 100% | 100% | 100% | 99.8% |
| How satisfied were you with the operative(s) who carried out the works? | 100% | 100% | 99.6% | 100% | 97.5% | 100% | 100% | 97.8% | 100% | 100% | 100% | 100% | 100% | 99.5% |
| Were the operative(s) easily identifiable? | 100% | 100% | 99.4% | 97.4% | 100% | 100% | 100% | 97.5% | 100% | 100% | 100% | 100% | 100% | 99.5% |
| Number of surveys | 40 | 47 | 507 | 39 | 40 | 55 | 46 | 45 | 44 | 41 | 40 | 41 | 40 | 431 |

Home Improvement Survey Response

Key:

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

| | Oct-19 | Nov-19 | Dec-19 | Jan-20 | Feb-20 | Mar-20 | 19/20 | Apr-20 | Sept-20 | Oct-20 | Nov-20 | Dec-20 | Jan-21 | 20/21 |
|--|--------|--------|--------|--------|--------|--------|-------|--------|---------|--------|--------|--------|--------|-------|
| How satisfied were you with the overall quality of the improvement work? | 98.5% | 96.8% | 92.3% | 96.6% | 100% | 92.5% | 97.2% | 100% | 100% | 100% | 96.7% | 100% | 100% | 99.4% |
| Did we attend the property when we said we would? | 98.5% | 90.3% | 92.3% | 100% | 94.1% | 97.5% | 96.5% | 93.8% | 100% | 100% | 100% | 100% | 100% | 99.4% |
| Do you consider the work to be completed? | 87.7% | 87.1% | 92.3% | 86.7% | 72.6% | 77.5% | 85.9% | 93.8% | 80.7% | 90.0% | 70.0% | 83.3% | 84.0% | 82.7% |
| Was your home left clean and tidy? | 98.5% | 100% | 84.6% | 86.7% | 88.5% | 90.0% | 94.0% | 100% | 100% | 100% | 93.3% | 100% | 100% | 98.8% |
| How satisfied were you with the operative(s) who carried out the works? | 100% | 96.8% | 92.3% | 93.3% | 93.9% | 95.0% | 97.2% | 93.8% | 100% | 100% | 100% | 100% | 100% | 99.4% |
| Were the operative(s) easily identifiable? | 98.4% | 96.6% | 91.7% | 100% | 97.9% | 94.6% | 97.9% | 100% | 100% | 100% | 100% | 100% | 96.0% | 99.4% |
| Number of surveys | 65 | 31 | 13 | 29 | 52 | 40 | 399 | 16 | 31 | 30 | 30 | 30 | 25 | 162 |

Cleaning Services Survey Response

Key:

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

| | Feb-20 | Mar-20 | 19/20 | Apr-20 | May-20 | Jun-20 | Jul-20 | Aug-20 | Sept-20 | Oct-20 | Nov-20 | Dec-20 | Jan-21 | 20/21 |
|---|--------|--------|-------|--------|--------|--------|--------|--------|---------|--------|--------|--------|--------|-------|
| How satisfied were you with the overall cleaning service? | 87.2% | 94.1% | 89.5% | 97.2% | 97.2% | 91.7% | 87.5% | 92.5% | 92.5% | 95.8% | 80.0% | 94.7% | 90.0% | 91.6% |
| Do the operatives attend regularly? | 97.9% | 97.1% | 97.3% | 97.2% | 100% | 100% | 100% | 100% | 97.5% | 95.8% | 100% | 92.1% | 100% | 98.4% |
| Were the operative(s) easily identifiable? | 100% | 100% | 99.2% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 96.3% | 100% | 99.6% |
| How satisfied were you with the operative(s) who carried out the works? | 89.4% | 94.1% | 91.7% | 97.1% | 97.2% | 94.4% | 87.5% | 92.5% | 92.5% | 95.8% | 82.5% | 97.4% | 92.5% | 92.7% |
| Number of surveys | 47 | 34 | 449 | 36 | 36 | 36 | 40 | 40 | 40 | 24 | 40 | 38 | 40 | 370 |

Grounds Maintenance Survey Response

Key:

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

| | Feb-20 | Mar-20 | 19/20 | Apr-20 | May-20 | Jun-20 | Jul-20 | Aug-20 | Sept-20 | Oct-20 | Nov-20 | Dec-20 | Jan-21 | 20-21 |
|--|--------|--------|-------|--------|--------|--------|--------|--------|---------|--------|--------|--------|--------|-------|
| How satisfied were you with the overall grounds maintenance service? | 90.5% | 92.9% | 87.5% | 100% | - | 92.9% | 92.5% | 90.0% | 100% | 100% | 95.0% | 100% | 97.5% | 95.9% |
| Are the communal gardens maintained and paths cleared of litter regularly? | - | - | 79.0% | - | - | 96.3% | 100% | 92.3% | 94.7% | 100% | - | - | - | 96.4% |
| Were the operative(s) easily identifiable? | 100% | 100% | 97.9% | 100% | - | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| How satisfied were you with the operative(s) who carried out the works? | 95.2% | 96.4% | 93.6% | 100% | - | 92.9% | 95.0% | 92.5% | 100% | 100% | 100% | 100% | 100% | 97.6% |
| Satisfaction with grass cutting | - | - | 88.4% | - | - | 88.9% | 92.3% | 97.2% | 97.4% | 100% | 100% | - | - | 95.2% |
| Satisfaction with hedge and shrubs maintenance | 90.0% | 96.0% | 83.8% | 100% | - | 85.7% | 89.5% | 89.5% | 94.4% | 100% | 91.4% | 94.1% | 94.9% | 92.4% |
| Satisfaction with weeding | 91.2% | 90.0% | 83.8% | 83.3% | - | 88.5% | 83.8% | 76.5% | 94.4% | 100% | 91.2% | 93.6% | 94.7% | 89.7% |
| Satisfaction with litter picking | 91.9% | 82.6% | 84.8% | 83.3% | - | 92.3% | 89.2% | 88.2% | 97.1% | 100% | 97.1% | 94.7% | 97.2% | 94.0% |
| Number of surveys | 42 | 28 | 416 | 6 | - | 28 | 40 | 40 | 38 | 24 | 40 | 38 | 40 | 294 |