

Customer Satisfaction Results



Repairs & Maintenance

Aids & Adaptations Survey Response

Key:

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

	19/20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sept-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	20/21
How satisfied were you with the overall adaptations service?	97.1%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Was your home left clean and tidy?	97.5%	100%	100%	100%	92.3%	100%	100%	100%	93.3%	100%	94.7%	93.3%	95.0%	97.0%
Was your adaptation completed as we arranged?	97.1%	100%	100%	100%	100%	90.9%	100%	100%	100%	100%	100%	100%	100%	98.8%
Did the staff who worked in your home show you their ID?	97.2%	100%	100%	100%	100%	100%	100%	100%	100%	94.1%	93.3%	100%	100%	98.6%
How satisfied were you with the level of contact provided?	96.2%	100%	100%	100%	100%	100%	88.2%	100%	100%	100%	100%	100%	100%	98.8%
How satisfied are you with the information and advice?	96.8%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Number of surveys	245	3	1	10	13	22	17	15	15	17	19	15	20	167

Day to Day Repairs Survey Response

Key:

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

	19/20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sept-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	20/21
How satisfied were you with the overall repair?	97.4%	95.3%	98.8%	100%	100%	98.5%	100%	100%	100%	97.1%	97.2%	100%	98.6%	98.8%
Was the repair easy to report?	99.0%	98.4%	100%	100%	98.6%	100%	100%	100%	100%	100%	98.6%	98.7%	100%	99.5%
Did we attend when we said we would?	97.5%	100%	98.8%	97.2%	100%	100%	98.6%	100%	98.5%	98.6%	98.6%	100%	95.8%	98.8%
Was the repair completed first time?	90.9%	84.4%	88.4%	94.4%	93.1%	88.2%	97.1%	95.7%	83.8%	92.9%	88.7%	97.3%	94.4%	91.6%
Was your home left clean and tidy?	99.0%	98.4%	100%	98.6%	100%	100%	100%	100%	98.6%	100%	100%	100%	100%	99.7%
How satisfied were you with the operative(s) who carried out the works?	98.6%	98.4%	100%	100%	100%	100%	100%	100%	100%	98.6%	100%	100%	100%	99.8%
Were the operative(s) easily identifiable?	99.4%	95.3%	98.8%	100%	100%	98.5%	98.5%	100%	100%	100%	100%	100%	95.7%	98.9%
Number of surveys	1,254	64	86	71	72	68	70	69	70	70	71	74	71	856

Gas Repairs Survey Response

Key:

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

	19/20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sept-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	20/21
How satisfied were you with the overall repair?	98.2%	100%	97.4%	100%	100%	100%	100%	100%	100%	100%	97.5%	100%	94.9%	99.2%
Was the repair easy to report?	99.0%	100%	100%	100%	100%	100%	100%	100%	100%	95.0%	100%	100%	100%	99.6%
Did we attend when we said we would?	99.4%	100%	100%	97.4%	100%	100%	100%	100%	100%	100%	100%	100%	97.4%	99.6%
Was the repair completed first time?	85.7%	92.5%	76.9%	81.6%	92.7%	100%	87.5%	95.0%	95.0%	100%	85.0%	88.9%	71.8%	89.0%
If not, did the Operative explain why?	94.6%	100%	100%	100%	100%	-	100%	100%	100%	-	100%	100%	100%	100%
Was your home left clean and tidy?	99.4%	100%	97.4%	100%	100%	100%	100%	100%	100%	100%	100%	100%	97.4%	99.6%
How satisfied were you with the operative(s) who carried out the works?	99.0%	100%	97.4%	100%	100%	100%	100%	100%	100%	97.5%	100%	100%	94.9%	99.2%
Were the operative(s) easily identifiable?	98.7%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Number of surveys	489	40	39	38	41	40	40	40	40	40	40	36	39	473

Gas Servicing Survey Response

Key:

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

	19/20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sept-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	20/21
How satisfied were you with the overall service?	99.6%	100%	100%	100%	100%	97.8%	100%	100%	100%	100%	100%	100%	100%	100%
Do you consider the work to be completed?	97.6%	100%	97.5%	100%	97.8%	100%	100%	100%	100%	100%	100%	100%	97.4%	99.4%
If not, did the Operative explain why?	100%	-	100%	-	100%	-	-	-	-	-	-	-	100%	100%
Did we attend when we said we would?	97.6%	97.5%	100%	100%	100%	97.8%	100%	97.6%	97.5%	100%	100%	100%	92.3%	98.6%
Was your home left clean and tidy?	99.6%	100%	100%	100%	100%	97.8%	100%	100%	100%	100%	100%	100%	100%	99.8%
How satisfied were you with the operative(s) who carried out the works?	99.6%	100%	97.5%	100%	100%	97.8%	100%	100%	100%	100%	100%	100%	100%	99.6%
Were the operative(s) easily identifiable?	99.4%	97.4%	100%	100%	100%	97.5%	100%	100%	100%	100%	100%	100%	97.4%	99.4%
Number of surveys	507	39	40	55	46	45	44	41	40	41	40	40	39	510

Home Improvement Survey Response

Key:

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

	Dec-19	Jan-20	Feb-20	Mar-20	19/20	Apr-20	Sept-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	20/21
How satisfied were you with the overall quality of the improvement work?	92.3%	96.6%	100%	92.5%	97.2%	100%	100%	100%	96.7%	100%	100%	95.7%	100%	99.1%
Did we attend the property when we said we would?	92.3%	100%	94.1%	97.5%	96.5%	93.8%	100%	100%	100%	100%	100%	100%	96.7%	99.1%
Do you consider the work to be completed?	92.3%	86.7%	72.6%	77.5%	85.9%	93.8%	80.7%	90.0%	70.0%	83.3%	84.0%	69.6%	75.9%	80.4%
Was your home left clean and tidy?	84.6%	86.7%	88.5%	90.0%	94.0%	100%	100%	100%	93.3%	100%	100%	100%	96.7%	98.6%
How satisfied were you with the operative(s) who carried out the works?	92.3%	93.3%	93.9%	95.0%	97.2%	93.8%	100%	100%	100%	100%	100%	100%	100%	99.5%
Were the operative(s) easily identifiable?	91.7%	100%	97.9%	94.6%	97.9%	100%	100%	100%	100%	100%	96.0%	100%	96.3%	99.0%
Number of surveys	13	29	52	40	399	16	31	30	30	30	25	23	30	215

Cleaning Services Survey Response

Key:

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

	19/20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sept-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	20/21
How satisfied were you with the overall cleaning service?	89.5%	97.2%	97.2%	91.7%	87.5%	92.5%	92.5%	95.8%	80.0%	94.7%	90.0%	80.0%	87.5%	90.2%
Do the operatives attend regularly?	97.3%	97.2%	100%	100%	100%	100%	97.5%	95.8%	100%	92.1%	100%	100%	100%	98.7%
Were the operative(s) easily identifiable?	99.2%	100%	100%	100%	100%	100%	100%	100%	100%	96.3%	100%	100%	100%	99.7%
How satisfied were you with the operative(s) who carried out the works?	91.7%	97.1%	97.2%	94.4%	87.5%	92.5%	92.5%	95.8%	82.5%	97.4%	92.5%	87.5%	94.7%	92.4%
Number of surveys	449	36	36	36	40	40	40	24	40	38	40	40	40	450

Grounds Maintenance Survey Response

Key:

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

	19/20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sept-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	20-21
How satisfied were you with the overall grounds maintenance service?	87.5%	100%	-	92.9%	92.5%	90.0%	100%	100%	95.0%	100%	97.5%	95.0%	92.1%	95.4%
Are the communal gardens maintained and paths cleared of litter regularly?	79.0%	-	-	96.3%	100%	92.3%	94.7%	100%	-	-	-	-	100%	96.8%
Were the operative(s) easily identifiable?	97.9%	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?	93.6%	100%	-	92.9%	95.0%	92.5%	100%	100%	100%	100%	100%	100%	94.7%	97.6%
Satisfaction with grass cutting	88.4%	-	-	88.9%	92.3%	97.2%	97.4%	100%	100%	-	-	-	100%	95.7%
Satisfaction with hedge and shrubs maintenance	83.8%	100%	-	85.7%	89.5%	89.5%	94.4%	100%	91.4%	94.1%	94.9%	97.3%	91.2%	92.8%
Satisfaction with weeding	83.8%	83.3%	-	88.5%	83.8%	76.5%	94.4%	100%	91.2%	93.6%	94.7%	100%	86.2%	90.5%
Satisfaction with litter picking	84.8%	83.3%	-	92.3%	89.2%	88.2%	97.1%	100%	97.1%	94.7%	97.2%	92.1%	82.8%	92.8%
Number of surveys	416	6	-	28	40	40	38	24	40	38	40	40	38	372