

Customer Satisfaction Results



Repairs & Maintenance

Aids & Adaptations Survey Response

Key:

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

	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	20/21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sept-21	21/22
How satisfied were you with the overall adaptations service?	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	96.2%	90.0%	95.5%	96.8%
Was your home left clean and tidy?	100%	93.3%	100%	94.7%	93.3%	95.0%	97.0%	100%	100%	95.7%	92.3%	90.0%	95.5%	95.2%
Was your adaptation completed as we arranged?	100%	100%	100%	100%	100%	100%	98.8%	100%	100%	100%	92.3%	95.0%	87.4%	95.2%
Did the staff who worked in your home show you their ID?	100%	100%	94.1%	93.3%	100%	100%	98.6%	100%	100%	95.5%	87.5%	75.0%	100%	92.9%
How satisfied were you with the level of contact provided?	100%	100%	100%	100%	100%	100%	98.8%	100%	100%	100%	96.2%	90.0%	95.5%	96.8%
How satisfied are you with the information and advice?	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	96.0%	95.0%	95.5%	97.6%
Number of surveys	15	15	17	19	15	20	167	17	18	23	26	20	22	126

Day to Day Repairs Survey Response

Key:

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

	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	20/21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sept-21	21/22
How satisfied were you with the overall repair?	100%	100%	97.1%	97.2%	100%	98.6%	98.8%	100%	91.8%	93.7%	94.4%	97.1%	95.7%	95.5%
Was the repair easy to report?	100%	100%	100%	98.6%	98.7%	100%	99.5%	97.1%	100%	98.7%	100%	98.6%	100%	99.1%
Did we attend when we said we would?	100%	98.5%	98.6%	98.6%	100%	95.8%	98.8%	98.6%	91.8%	97.5%	97.2%	94.3%	97.1%	96.2%
Was the repair completed right first time?	95.7%	83.8%	92.9%	88.7%	97.3%	94.4%	91.6%	97.1%	81.7%	72.7%	90.1%	91.4%	87.1%	86.6%
Was your home left clean and tidy?	100%	98.6%	100%	100%	100%	100%	99.7%	100%	93.4%	96.1%	98.6%	100%	98.6%	97.9%
How satisfied were you with the operative(s) who carried out the works?	100%	100%	98.6%	100%	100%	100%	99.8%	100%	93.4%	96.1%	95.8%	98.6%	98.6%	97.1%
Were the operative(s) easily identifiable?	100%	100%	100%	100%	100%	95.7%	98.9%	100%	98.2%	98.7%	95.6%	98.5%	100%	98.5%
Number of surveys	69	70	70	71	74	71	856	70	61	79	71	70	70	421

Gas Repairs Survey Response

Key:

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

	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	20/21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sept-21	21/22
How satisfied were you with the overall repair?	100%	100%	100%	97.5%	100%	94.9%	99.2%	100%	97.1%	97.0%	100%	97.5%	100%	97.6%
Was the repair easy to report?	100%	100%	95.0%	100%	100%	100%	99.6%	100%	100%	93.8%	97.5%	100%	100%	98.7%
Did we attend when we said we would?	100%	100%	100%	100%	100%	97.4%	99.6%	100%	100%	90.9%	97.5%	97.5%	95.1%	96.9%
Was the repair completed first time?	95.0%	95.0%	100%	85.0%	88.9%	71.8%	89.0%	86.8%	73.5%	87.9%	85.0%	77.5%	80.0%	81.4%
If not complete, did the Operative explain why?	100%	100%	-	100%	100%	100%	100%	100%	90.0%	100%	100%	100%	100%	97.5%
Was your home left clean and tidy?	100%	100%	100%	100%	100%	97.4%	99.6%	100%	100%	97.0%	95.0%	100%	97.5%	98.2%
How satisfied were you with the operative(s) who carried out the works?	100%	100%	97.5%	100%	100%	94.9%	99.2%	100%	100%	93.9%	100%	100%	100%	99.1%
Were the operative(s) easily identifiable?	100%	100%	100%	100%	100%	100%	100%	100%	100%	96.8%	100%	100%	100%	99.6%
Number of surveys	40	40	40	40	36	39	473	38	34	33	40	40	40	126

Gas Servicing Survey Response

Key:

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

	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	20/21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sept-21	21/22
How satisfied were you with the overall service?	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Do you consider the work to be completed?	100%	100%	100%	100%	100%	97.4%	99.4%	97.5%	95.1%	88.6%	88.7%	100%	97.5%	94.2%
If not, did the Operative explain why?	-	-	-	-	-	100%	100%	100%	100%	83.3%	100%	-	100%	93.8%
Did we attend when we said we would?	97.6%	97.5%	100%	100%	100%	92.3%	98.6%	100%	95.1%	97.7%	100%	97.5%	100%	98.5%
Was your home left clean and tidy?	100%	100%	100%	100%	100%	100%	99.8%	100%	100%	97.7%	98.1%	100%	100%	99.2%
How satisfied were you with the operative(s) who carried out the works?	100%	100%	100%	100%	100%	100%	99.6%	100%	100%	97.7%	96.2%	97.5%	95.0%	97.7%
Were the operative(s) easily identifiable?	100%	100%	100%	100%	100%	97.4%	99.4%	100%	97.5%	97.6%	96.0%	100%	100%	98.4%
Number of surveys	41	40	41	40	40	39	510	40	41	44	53	39	40	257

Home Improvement Survey Response

Key:

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

	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	20/21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sept-21	21/22
How satisfied were you with the overall quality of the improvement work?	100%	96.7%	100%	100%	95.7%	100%	99.1%	100%	95.0%	89.5%	90.3%	96.9%	96.4%	95.0%
Did we attend the property when we said we would?	100%	100%	100%	100%	100%	96.7%	99.1%	100%	100%	94.7%	90.3%	96.8%	96.4%	96.2%
Do you consider the work to be completed?	90.0%	70.0%	83.3%	84.0%	69.6%	75.9%	80.4%	96.7%	90.0%	79.0%	80.7%	75.0%	85.7%	84.4%
Was your home left clean and tidy?	100%	93.3%	100%	100%	100%	96.7%	98.6%	96.7%	100%	94.7%	87.1%	87.5%	96.3%	93.1%
How satisfied were you with the operative(s) who carried out the works?	100%	100%	100%	100%	100%	100%	99.5%	100%	95.0%	89.5%	93.3%	96.8%	96.4%	95.6%
Were the operative(s) easily identifiable?	100%	100%	100%	96.0%	100%	96.3%	99.0%	100%	100%	100%	86.2%	93.1%	96.3%	95.3%
Number of surveys	30	30	30	25	23	30	215	30	20	19	31	32	28	160

Cleaning Services Survey Response

Key:

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

	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	20/21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sept-21	21/22
How satisfied were you with the overall cleaning service?	95.8%	80.0%	94.7%	90.0%	80.0%	87.5%	90.2%	88.0%	85.0%	97.1%	92.5%	87.5%	92.5%	91.0%
Do the operatives attend regularly?	95.8%	100%	92.1%	100%	100%	100%	98.7%	100%	95.0%	96.9%	95.0%	94.9%	94.9%	95.9%
Were the operative(s) easily identifiable?	100%	100%	96.3%	100%	100%	100%	99.7%	100%	100%	100%	97.1%	97.0%	100%	97.1%
How satisfied were you with the operative(s) who carried out the works?	95.8%	82.5%	97.4%	92.5%	87.5%	94.7%	92.4%	87.5%	85.0%	94.1%	92.5%	95.0%	97.5%	92.9%
Number of surveys	24	40	38	40	40	40	450	25	20	34	40	40	40	199

Grounds Maintenance Survey Response

Key:

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

	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	20-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sept-21	21-22
How satisfied were you with the overall grounds maintenance service?	100%	95.0%	100%	97.5%	95.0%	92.1%	95.4%	96.2%	100%	96.8%	100%	95.0%	95.0%	96.9%
Are the communal gardens maintained and paths cleared of litter regularly?	100%	-	-	-	-	100%	96.8%	100%	95.0%	93.3%	97.4%	94.7%	100%	96.7%
Were the operative(s) easily identifiable?	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	97.0%	100%	100%	99.4%
How satisfied were you with the operative(s) who carried out the works?	100%	100%	100%	100%	100%	94.7%	97.6%	100%	100%	100%	100%	94.7%	95.0%	97.9%
Satisfaction with grass cutting	100%	100%	-	-	-	100%	95.7%	100%	100%	96.8%	97.4%	97.5%	100%	98.5%
Satisfaction with hedge and shrubs maintenance	100%	91.4%	94.1%	94.9%	97.3%	91.2%	92.8%	95.8%	100%	92.9%	83.3%	93.6%	92.5%	92.1%
Satisfaction with weeding	100%	91.2%	93.6%	94.7%	100%	86.2%	90.5%	96.0%	100%	83.3%	81.3%	81.8%	88.0%	87.8%
Satisfaction with litter picking	100%	97.1%	94.7%	97.2%	92.1%	82.8%	92.8%	88.0%	94.1%	94.4%	83.3%	90.5%	91.7%	89.6%
Number of surveys	24	40	38	40	40	38	372	26	20	31	38	40	40	195