

Customer Satisfaction Results



Repairs & Maintenance

Aids & Adaptations Survey Response

Key:

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

	20/21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sept-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	21/22
How satisfied were you with the overall adaptations service?	100%	100%	100%	100%	96.2%	90.0%	95.5%	100%	87.0%	90.0%	100%	95.5%	94.1%	95.6%
Was your home left clean and tidy?	97.0%	100%	100%	95.7%	92.3%	90.0%	95.5%	95.0%	95.7%	95.0%	100%	90.5%	94.1%	95.2%
Was your adaptation completed as we arranged?	98.8%	100%	100%	100%	92.3%	95.0%	87.4%	100%	87.0%	89.5%	90.9%	95.2%	100%	94.3%
Did the staff who worked in your home show you their ID?	98.6%	100%	100%	95.5%	87.5%	75.0%	100%	94.1%	100%	100%	94.1%	94.7%	93.3%	94.6%
How satisfied were you with the level of contact provided?	98.8%	100%	100%	100%	96.2%	90.0%	95.5%	100%	95.5%	100%	100%	95.5%	94.1%	97.2%
How satisfied are you with the information and advice?	100%	100%	100%	100%	96.0%	95.0%	95.5%	95.0%	90.9%	100%	100%	95.5%	88.2%	96.4%
Number of surveys	167	17	18	23	26	20	22	20	23	20	22	22	17	250

Day to Day Repairs Survey Response

Key:

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

	20/21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sept-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	21/22
How satisfied were you with the overall repair?	98.8%	100%	91.8%	93.7%	94.4%	97.1%	95.7%	96.2%	98.6%	97.1%	94.8%	97.6%	100%	96.4%
Was the repair easy to report?	99.5%	97.1%	100%	98.7%	100%	98.6%	100%	97.5%	100%	97.1%	98.7%	96.3%	100%	98.6%
Did we attend when we said we would?	98.8%	98.6%	91.8%	97.5%	97.2%	94.3%	97.1%	94.9%	98.7%	98.6%	94.8%	97.6%	94.3%	96.3%
Was the repair completed right first time?	91.6%	97.1%	81.7%	72.7%	90.1%	91.4%	87.1%	82.3%	91.7%	85.7%	90.7%	92.6%	91.4%	87.8%
Was your home left clean and tidy?	99.7%	100%	93.4%	96.1%	98.6%	100%	98.6%	98.7%	100%	97.1%	97.3%	100%	100%	98.4%
How satisfied were you with the operative(s) who carried out the works?	99.8%	100%	93.4%	96.1%	95.8%	98.6%	98.6%	96.1%	97.3%	98.6%	94.8%	100%	98.6%	97.3%
Were the operative(s) easily identifiable?	98.9%	100%	98.2%	98.7%	95.6%	98.5%	100%	100%	98.6%	100%	100%	98.8%	98.4%	98.9%
Number of surveys	856	70	61	79	71	70	70	79	73	70	77	82	70	873

Gas Repairs Survey Response

Key:

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

	20/21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sept-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	21/22
How satisfied were you with the overall repair?	99.2%	100%	97.1%	97.0%	100%	97.5%	100%	97.6%	97.5%	95.0%	97.4%	97.5%	100%	98.1%
Was the repair easy to report?	99.6%	100%	100%	93.8%	97.5%	100%	100%	100%	100%	94.9%	100%	97.5%	95.0%	98.3%
Did we attend when we said we would?	99.6%	100%	100%	90.9%	97.5%	97.5%	95.1%	100%	100%	94.9%	100%	95.0%	100%	97.6%
Was the repair completed first time?	89.0%	86.8%	73.5%	87.9%	85.0%	77.5%	80.0%	80.5%	92.3%	82.5%	74.4%	90.0%	80.0%	82.4%
If not complete, did the Operative explain why?	100%	100%	90.0%	100%	100%	100%	100%	100%	100%	83.3%	88.9%	100%	100%	96.3%
Was your home left clean and tidy?	99.6%	100%	100%	97.0%	95.0%	100%	97.5%	100%	97.5%	97.5%	97.4%	100%	100%	98.5%
How satisfied were you with the operative(s) who carried out the works?	99.2%	100%	100%	93.9%	100%	100%	100%	97.4%	100%	97.5%	97.4%	100%	100%	98.9%
Were the operative(s) easily identifiable?	100%	100%	100%	96.8%	100%	100%	100%	100%	100%	94.7%	100%	100%	97.5%	99.1%
Number of surveys	473	38	34	33	40	40	40	41	40	40	39	40	40	466

Gas Servicing Survey Response

Key:

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

	20/21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sept-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	21/22
How satisfied were you with the overall service?	100%	100%	100%	100%	100%	100%	100%	100%	100%	92.7%	100%	97.6%	100%	99.1%
Do you consider the work to be completed?	99.4%	97.5%	95.1%	88.6%	88.7%	100%	97.5%	100%	100%	97.6%	95.0%	95.1%	100%	96.0%
If not, did the Operative explain why?	100%	100%	100%	83.3%	100%	-	100%	-	-	100%	100%	100%	-	95.2%
Did we attend when we said we would?	98.6%	100%	95.1%	97.7%	100%	97.5%	100%	97.5%	97.5%	87.8%	97.4%	97.6%	97.4%	97.2%
Was your home left clean and tidy?	99.8%	100%	100%	97.7%	98.1%	100%	100%	97.5%	97.5%	100%	100%	100%	100%	99.2%
How satisfied were you with the operative(s) who carried out the works?	99.6%	100%	100%	97.7%	96.2%	97.5%	95.0%	100%	100%	100%	100%	100%	100%	98.8%
Were the operative(s) easily identifiable?	99.4%	100%	97.5%	97.6%	96.0%	100%	100%	97.3%	100%	100%	97.4%	100%	100%	98.7%
Number of surveys	510	40	41	44	53	39	40	40	40	41	40	41	40	499

Home Improvement Survey Response

Key:

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

	20/21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sept-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	21/22
How satisfied were you with the overall quality of the improvement work?	99.1%	100%	95.0%	89.5%	90.3%	96.9%	96.4%	96.6%	88.5%	92.0%	96.7%	94.7%	97.0%	94.7%
Did we attend the property when we said we would?	99.1%	100%	100%	94.7%	90.3%	96.8%	96.4%	96.6%	92.3%	100%	90.0%	94.7%	100%	96.0%
Do you consider the work to be completed?	80.4%	96.7%	90.0%	79.0%	80.7%	75.0%	85.7%	89.7%	73.1%	84.0%	96.6%	79.0%	90.9%	84.4%
Was your home left clean and tidy?	98.6%	96.7%	100%	94.7%	87.1%	87.5%	96.3%	100%	80.8%	96.0%	86.7%	94.7%	100%	93.2%
How satisfied were you with the operative(s) who carried out the works?	99.5%	100%	95.0%	89.5%	93.3%	96.8%	96.4%	100%	88.5%	96.0%	93.3%	94.7%	100%	95.6%
Were the operative(s) easily identifiable?	99.0%	100%	100%	100%	86.2%	93.1%	96.3%	100%	92.3%	100%	100%	94.7%	100%	96.7%
Number of surveys	215	30	20	19	31	32	28	29	26	25	30	19	33	322

Cleaning Services Survey Response

Key:

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

	20/21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sept-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	21/22
How satisfied were you with the overall cleaning service?	90.2%	88.0%	85.0%	97.1%	92.5%	87.5%	92.5%	97.5%	92.7%	84.0%	87.5%	90.7%	90.0%	90.9%
Do the operatives attend regularly?	98.7%	100%	95.0%	96.9%	95.0%	94.9%	94.9%	97.5%	94.9%	96.0%	100%	97.6%	100%	96.9%
Were the operative(s) easily identifiable?	99.7%	100%	100%	100%	97.1%	97.0%	100%	100%	100%	90.9%	97.1%	100%	96.8%	98.3%
How satisfied were you with the operative(s) who carried out the works?	92.4%	87.5%	85.0%	94.1%	92.5%	95.0%	97.5%	95.0%	87.8%	84.0%	92.5%	93.0%	92.5%	92.0%
Number of surveys	450	25	20	34	40	40	40	40	41	25	40	43	40	428

Grounds Maintenance Survey Response

Key:

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

	20-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sept-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	21-22
How satisfied were you with the overall grounds maintenance service?	95.4%	96.2%	100%	96.8%	100%	95.0%	95.0%	100%	92.3%	91.7%	100%	90.9%	97.0%	96.3%
Are the communal gardens maintained and paths cleared of litter regularly?	96.8%	100%	95.0%	93.3%	97.4%	94.7%	100%	97.6%	-	-	-	-	-	96.9%
Were the operative(s) easily identifiable?	100%	100%	100%	100%	97.0%	100%	100%	100%	100%	100%	100%	100%	100%	99.7%
How satisfied were you with the operative(s) who carried out the works?	97.6%	100%	100%	100%	100%	94.7%	95.0%	97.6%	94.9%	95.8%	95.0%	90.9%	97.1%	96.5%
Satisfaction with grass cutting	95.7%	100%	100%	96.8%	97.4%	97.5%	100%	100%	-	-	-	-	-	98.7%
Satisfaction with hedge and shrubs maintenance	92.8%	95.8%	100%	92.9%	83.3%	93.6%	92.5%	95.1%	86.8%	90.9%	90.0%	83.9%	90.9%	90.8%
Satisfaction with weeding	90.5%	96.0%	100%	83.3%	81.3%	81.8%	88.0%	91.3%	88.9%	89.5%	86.7%	90.3%	87.0%	88.4%
Satisfaction with litter picking	92.8%	88.0%	94.1%	94.4%	83.3%	90.5%	91.7%	92.6%	86.7%	85.7%	90.0%	91.7%	87.0%	89.3%
Number of surveys	372	26	20	31	38	40	40	41	39	24	40	33	33	405