

# Customer Satisfaction Results



## Repairs & Maintenance

### Aids & Adaptations Survey Response

**Key:**

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

	22/23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sept-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	23/24
How satisfied were you with the overall adaptations service?	97.8%	100%	100%	100%	100%	100%	100%	95.2%	87.5%	100%	100%	94.7%	100%	97.5%
Was your home left clean and tidy?	97.2%	100%	93.8%	100%	100%	100%	100%	100%	100%	100%	100%	94.7%	100%	98.7%
Was your adaptation completed as we arranged?	97.1%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	88.2%	100%	98.7%
Did the staff who worked in your home show you their ID?	93.2%	100%	91.7%	95.7%	88.9%	100%	100%	100%	86.7%	85.7%	90.0%	88.9%	100%	93.6%
How satisfied were you with the level of contact provided?	95.5%	100%	93.8%	100%	100%	100%	100%	95.2%	100%	100%	100%	100%	100%	98.7%
How satisfied are you with the information and advice?	92.1%	100%	87.5%	100%	100%	100%	100%	95.2%	100%	100%	100%	94.7%	100%	97.5%
Number of surveys	179	5	16	22	12	6	9	21	16	8	11	19	13	158

# Day to Day Repairs Survey Response

## Key:

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

	22/23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sept-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	23-24
How satisfied were you with the overall repair?	97.3%	95.7%	91.8%	97.3%	93.7%	98.1%	94.1%	95.7%	97.1%	95.1%	92.1%	94.1%	96.7%	95.1%
Was the repair easy to report?	95.2%	95.6%	97.1%	100%	95.2%	98.1%	97.0%	97.1%	95.8%	100%	91.9%	95.5%	96.7%	96.6%
Did we attend when we said we would?	96.5%	100%	97.3%	97.3%	95.2%	100%	100%	98.6%	97.2%	95.1%	98.4%	98.5%	98.4%	98.1%
Was the repair completed right first time?	85.2%	80.6%	78.9%	84.7%	79.4%	79.5%	86.1%	83.0%	87.5%	90.0%	73.2%	92.3%	87.5%	83.3%
Was your home left clean and tidy?	98.7%	97.1%	98.7%	98.6%	98.4%	100%	97.1%	95.7%	100%	97.6%	95.2%	100%	96.7%	97.9%
How satisfied were you with the operative(s) who carried out the works?	97.8%	98.6%	93.1%	97.3%	96.8%	100%	93.9%	95.7%	97.1%	97.6%	98.4%	97.1%	98.4%	96.9%
Were the operative(s) easily identifiable?	99.4%	100%	98.4%	96.9%	100%	98.0%	95.1%	98.5%	96.9%	97.4%	94.4%	98.4%	94.6%	97.4%
Number of surveys	853	69	73	73	63	52	68	70	70	41	63	68	61	771

# Gas Repairs Survey Response

## Key:

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

	22/23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sept-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	23-24
How satisfied were you with the overall repair?	96.0%	95.1%	97.4%	100%	100%	100%	96.8%	97.4%	97.0%	92.6%	97.5%	100%	100%	97.8%
Was the repair easy to report?	96.2%	100%	95.0%	97.5%	93.8%	90.9%	93.8%	100%	97.1%	100%	97.4%	97.3%	88.9%	96.5%
Did we attend when we said we would?	96.0%	100%	97.5%	100%	100%	95.7%	93.8%	97.4%	100%	100%	100%	100%	100%	98.8%
Was the repair completed first time?	81.8%	66.7%	86.8%	84.6%	100%	-	87.5%	79.0%	75.0%	92.0%	92.5%	97.2%	94.7%	84.7%
If not complete, did the Operative explain why?	97.2%	100%	100%	100%	-	-	-	100%	100%	-	100%	100%	-	100%
Was your home left clean and tidy?	97.9%	100%	100%	100%	100%	100%	96.8%	100%	100%	100%	100%	100%	100%	99.8%
How satisfied were you with the operative(s) who carried out the works?	98.1%	97.6%	97.5%	100%	100%	100%	96.9%	100%	97.1%	92.6%	100%	100%	100%	98.5%
Were the operative(s) easily identifiable?	99.6%	100%	97.1%	100%	96.8%	95.7%	100%	97.0%	96.4%	100%	100%	100%	100%	98.7%
Number of surveys	480	41	38	39	33	24	31	38	33	27	40	38	20	402

# Gas Servicing Survey Response

## Key:

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

	22/23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sept-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	23-24
How satisfied were you with the overall service?	99.2%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	97.4%	100%	99.8%
Do you consider the work to be completed?	95.8%	100%	97.4%	97.5%	100%	100%	100%	92.9%	100%	100%	100%	97.4%	100%	98.5%
If not, did the Operative explain why?	94.7%	-	100%	100%	-	-	-	100%	-	-	-	100%	-	100%
Did we attend when we said we would?	97.3%	97.4%	97.5%	100%	97.1%	97.5%	100%	100%	97.5%	85.7%	97.4%	100%	95.5%	97.8%
Was your home left clean and tidy?	99.6%	100%	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?	99.1%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	97.4%	100%	99.8%
Were the operative(s) easily identifiable?	99.8%	100%	100%	97.2%	96.8%	100%	100%	97.6%	100%	100%	100%	97.2%	100%	98.9%
Number of surveys	527	39	40	39	35	40	23	44	40	14	39	38	22	413

# Home Improvement Survey Response

## Key:

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

	22/23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sept-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	23-24
How satisfied were you with the overall quality of the improvement work?	90.5%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	94.7%	100%	98.9%
Did we attend the property when we said we would?	92.9%	100%	83.3%	100%	100%	85.7%	100%	100%	100%	100%	90.9%	94.7%	100%	95.5%
Do you consider the work to be completed?	79.0%	90.0%	100%	100%	100%	57.1%	100%	100%	100%	100%	77.8%	94.1%	80.0%	89.2%
Was your home left clean and tidy?	91.3%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	94.7%	100%	98.9%
How satisfied were you with the operative(s) who carried out the works?	93.7%	100%	100%	75.0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	98.9%
Were the operative(s) easily identifiable?	99.1%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	93.8%	100%	98.7%
Number of surveys	241	10	6	4	12	7	3	2	2	2	11	19	10	88

# Cleaning Services Survey Response

## Key:

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

	22/23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sept-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	23-24
How satisfied were you with the overall cleaning service?	77.7%	80.6%	84.6%	88.1%	82.1%	76.5%	72.5%	81.1%	79.5%	69.2%	86.7%	83.3%	80.0%	81.1%
Do the operatives attend regularly?	93.8%	90.6%	89.5%	90.5%	88.9%	86.7%	95.0%	91.9%	87.2%	76.9%	93.3%	100%	89.5%	90.9%
Were the operative(s) easily identifiable?	96.9%	96.2%	100%	94.3%	94.7%	90.9%	97.2%	89.3%	96.0%	77.8%	92.6%	88.9%	87.5%	93.5%
How satisfied were you with the operative(s) who carried out the works?	79.0%	75.0%	87.8%	90.2%	81.5%	75.0%	80.5%	81.1%	76.9%	69.2%	89.7%	83.3%	80.0%	82.0%
Number of surveys	426	31	39	42	28	17	40	37	39	13	30	30	20	366

# Grounds Maintenance Survey Response

## Key:

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

	22-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sept-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	23-24
How satisfied were you with the overall grounds maintenance service?	88.5%	81.8%	94.4%	88.2%	92.3%	90.0%	83.9%	91.3%	96.2%	100%	82.6%	81.8%	85.7%	88.7%
Are the communal gardens maintained and paths cleared of litter regularly?	91.3%	90.0%	96.8%	85.3%	100%	80.0%	86.7%	88.9%	-	-	-	-	100%	90.4%
Were the operative(s) easily identifiable?	97.3%	100%	100%	82.4%	83.3%	100%	96.0%	100%	95.7%	100%	100%	94.7%	100%	96.0%
How satisfied were you with the operative(s) who carried out the works?	87.8%	81.8%	94.4%	91.4%	92.3%	90.0%	85.2%	91.3%	100%	90.9%	82.6%	81.8%	85.7%	89.3%
Satisfaction with grass cutting	91.0%	-	-	91.2%	84.6%	90.0%	84.4%	83.3%	-	-	-	-	-	87.1%
Satisfaction with hedge and shrubs maintenance	77.9%	57.9%	73.5%	74.1%	81.8%	62.5%	76.9%	100%	100%	100%	77.8%	100%	100%	78.3%
Satisfaction with weeding	72.9%	61.1%	65.4%	74.1%	81.8%	66.7%	76.9%	81.8%	92.3%	80.0%	75.0%	75.0%	100%	74.2%
Satisfaction with litter picking	71.8%	50.0%	64.3%	60.0%	81.8%	66.7%	77.8%	100%	90.9%	75.0%	85.7%	80.0%	100%	71.3%
Number of surveys	374	22	36	34	13	10	31	23	26	11	23	18	14	265