

Customer Satisfaction Results



Repairs & Maintenance

Aids & Adaptations Survey Response

Key:

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

	Aug-23	Sept-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	23/24	Apr-24	May-24	Jun-24	Jul-24	24/25
How satisfied were you with the overall adaptations service?	100%	100%	95.2%	87.5%	100%	100%	94.7%	100%	97.5%	100%	100%	95.0%	92.3%	96.6%
Was your home left clean and tidy?	100%	100%	100%	100%	100%	100%	94.7%	100%	98.7%	100%	100%	100%	100%	100%
Was your adaptation completed as we arranged?	100%	100%	100%	100%	100%	100%	88.2%	100%	98.7%	100%	100%	95.0%	92.3%	96.6%
Did the staff who worked in your home show you their ID?	100%	100%	100%	86.7%	85.7%	90.0%	88.9%	100%	93.6%	100%	91.7%	95.0%	100%	96.4%
How satisfied were you with the level of contact provided?	100%	100%	95.2%	100%	100%	100%	100%	100%	98.7%	100%	100%	100%	92.3%	98.3%
How satisfied are you with the information and advice?	100%	100%	95.2%	100%	100%	100%	94.7%	100%	97.5%	100%	100%	95.0%	100%	98.3%
Number of surveys	6	9	21	16	8	11	19	13	158	13	12	20	13	58

Day to Day Repairs Survey Response

Key:

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

	Aug-23	Sept-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	23-24	Apr-24	May-24	Jun-24	Jul-24	24/25
How satisfied were you with the overall repair?	98.1%	94.1%	95.7%	97.1%	95.1%	92.1%	94.1%	96.7%	95.1%	90.5%	88.9%	94.0%	92.9%	91.6%
Was the repair easy to report?	98.1%	97.0%	97.1%	95.8%	100%	91.9%	95.5%	96.7%	96.6%	96.9%	98.2%	96.0%	97.1%	97.1%
Did we attend when we said we would?	100%	100%	98.6%	97.2%	95.1%	98.4%	98.5%	98.4%	98.1%	98.4%	98.2%	98.0%	98.6%	98.3%
Was the repair completed right first time?	79.5%	86.1%	83.0%	87.5%	90.0%	73.2%	92.3%	87.5%	83.3%	90.0%	87.2%	92.9%	87.5%	89.1%
Was your home left clean and tidy?	100%	97.1%	95.7%	100%	97.6%	95.2%	100%	96.7%	97.9%	96.9%	100%	98.0%	95.7%	97.5%
How satisfied were you with the operative(s) who carried out the works?	100%	93.9%	95.7%	97.1%	97.6%	98.4%	97.1%	98.4%	96.9%	98.5%	94.4%	98.0%	95.7%	96.7%
Were the operative(s) easily identifiable?	98.0%	95.1%	98.5%	96.9%	97.4%	94.4%	98.4%	94.6%	97.4%	100%	100%	97.9%	98.5%	99.1%
Number of surveys	52	68	70	70	41	63	68	61	771	63	54	50	70	237

Gas Repairs Survey Response

Key:

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

	Aug-23	Sept-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	23-24	Apr-24	May-24	Jun-24	Jul-24	24/25
How satisfied were you with the overall repair?	100%	96.8%	97.4%	97.0%	92.6%	97.5%	100%	100%	97.8%	100%	94.7%	100%	84.2%	95.3%
Was the repair easy to report?	90.9%	93.8%	100%	97.1%	100%	97.4%	97.3%	88.9%	96.5%	96.9%	97.4%	100%	100%	98.1%
Did we attend when we said we would?	95.7%	93.8%	97.4%	100%	100%	100%	100%	100%	98.8%	93.8%	100%	100%	100%	98.1%
Was the repair completed first time?	-	87.5%	79.0%	75.0%	92.0%	92.5%	97.2%	94.7%	84.7%	93.8%	84.2%	88.2%	84.2%	87.7%
If not complete, did the Operative explain why?	-	-	100%	100%	-	100%	100%	-	100%	100%	100%	100%	100%	100%
Was your home left clean and tidy?	100%	96.8%	100%	100%	100%	100%	100%	100%	99.8%	100%	100%	100%	100%	100%
How satisfied were you with the operative(s) who carried out the works?	100%	96.9%	100%	97.1%	92.6%	100%	100%	100%	98.5%	100%	97.4%	100%	94.7%	98.1%
Were the operative(s) easily identifiable?	95.7%	100%	97.0%	96.4%	100%	100%	100%	100%	98.7%	100%	100%	100%	100%	100%
Number of surveys	24	31	38	33	27	40	38	20	402	32	38	17	19	106

Gas Servicing Survey Response

Key:

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

	Aug-23	Sept-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	23-24	Apr-24	May-24	Jun-24	Jul-24	24/25
How satisfied were you with the overall service?	100%	100%	100%	100%	100%	100%	97.4%	100%	99.8%	100%	100%	100%	100%	100%
Do you consider the work to be completed?	100%	100%	92.9%	100%	100%	100%	97.4%	100%	98.5%	100%	100%	100%	96.0%	98.9%
If not, did the Operative explain why?	-	-	100%	-	-	-	100%	-	100%	-	-	-	100%	100%
Did we attend when we said we would?	97.5%	100%	100%	97.5%	85.7%	97.4%	100%	95.5%	97.8%	89.5%	100%	100%	100%	97.8%
Was your home left clean and tidy?	100%	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?	100%	100%	100%	100%	100%	100%	97.4%	100%	99.8%	100%	100%	100%	100%	100%
Were the operative(s) easily identifiable?	100%	100%	97.6%	100%	100%	100%	97.2%	100%	98.9%	100%	100%	100%	100%	100%
Number of surveys	40	23	44	40	14	39	38	22	413	19	24	21	25	89

Home Improvement Survey Response

Key:

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

	May-23	Jun-23	Jul-23	Aug-23	Sept-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	23-24	Apr-24	24-25
How satisfied were you with the overall quality of the improvement work?	100%	100%	100%	100%	100%	100%	100%	100%	100%	94.7%	100%	98.9%	100%	100%
Did we attend the property when we said we would?	83.3%	100%	100%	85.7%	100%	100%	100%	100%	90.9%	94.7%	100%	95.5%	100%	100%
Do you consider the work to be completed?	100%	100%	100%	57.1%	100%	100%	100%	100%	77.8%	94.1%	80.0%	89.2%	100%	100%
Was your home left clean and tidy?	100%	100%	100%	100%	100%	100%	100%	100%	100%	94.7%	100%	98.9%	100%	100%
How satisfied were you with the operative(s) who carried out the works?	100%	75.0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	98.9%	100%	100%
Were the operative(s) easily identifiable?	100%	100%	100%	100%	100%	100%	100%	100%	100%	93.8%	100%	98.7%	100%	100%
Number of surveys	6	4	12	7	3	2	2	2	11	19	10	88	3	3

Cleaning Services Survey Response

Key:

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

	Aug-23	Sept-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	23-24	Apr-24	May-24	Jun-24	Jul-24	24-25
How satisfied were you with the overall cleaning service?	76.5%	72.5%	81.1%	79.5%	69.2%	86.7%	83.3%	80.0%	81.1%	85.3%	62.5%	81.8%	72.4%	74.4%
Do the operatives attend regularly?	86.7%	95.0%	91.9%	87.2%	76.9%	93.3%	100%	89.5%	90.9%	83.3%	89.2%	90.5%	96.3%	89.3%
Were the operative(s) easily identifiable?	90.9%	97.2%	89.3%	96.0%	77.8%	92.6%	88.9%	87.5%	93.5%	92.3%	85.7%	84.2%	100%	90.4%
How satisfied were you with the operative(s) who carried out the works?	75.0%	80.5%	81.1%	76.9%	69.2%	89.7%	83.3%	80.0%	82.0%	88.2%	65.0%	82.6%	82.8%	78.6%
Number of surveys	17	40	37	39	13	30	30	20	366	34	40	22	29	125

Grounds Maintenance Survey Response

Key:

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

	Aug-23	Sept-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	23-24	Apr-24	May-24	Jun-24	Jul-24	24-25
How satisfied were you with the overall grounds maintenance service?	90.0%	83.9%	91.3%	96.2%	100%	82.6%	81.8%	85.7%	88.7%	75.0%	75.0%	84.2%	73.7%	76.9%
Are the communal gardens maintained and paths cleared of litter regularly?	80.0%	86.7%	88.9%	-	-	-	-	100%	90.4%	93.3%	90.0%	86.7%	73.3%	85.5%
Were the operative(s) easily identifiable?	100%	96.0%	100%	95.7%	100%	100%	94.7%	100%	96.0%	95.6%	92.9%	83.3%	100%	92.9%
How satisfied were you with the operative(s) who carried out the works?	90.0%	85.2%	91.3%	100%	90.9%	82.6%	81.8%	85.7%	89.3%	75.0%	82.4%	84.2%	60.0%	75.0%
Satisfaction with grass cutting	90.0%	84.4%	83.3%	-	-	-	-	-	87.1%	92.3%	90.9%	88.2%	100%	91.7%
Satisfaction with hedge and shrubs maintenance	62.5%	76.9%	100%	100%	100%	77.8%	100%	100%	78.3%	52.4%	85.7%	88.9%	66.7%	67.4%
Satisfaction with weeding	66.7%	76.9%	81.8%	92.3%	80.0%	75.0%	75.0%	100%	74.2%	54.6%	75.0%	71.4%	61.5%	62.0%
Satisfaction with litter picking	66.7%	77.8%	100%	90.9%	75.0%	85.7%	80.0%	100%	71.3%	56.5%	50.0%	66.7%	50.0%	56.8%
Number of surveys	10	31	23	26	11	23	18	14	265	24	16	19	19	78