

Customer Satisfaction Results



Repairs & Maintenance

Aids & Adaptations Survey Response

Key:

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

	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	23/24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sept-24	Oct-24	24/25
How satisfied were you with the overall adaptations service?	87.5%	100%	100%	94.7%	100%	97.5%	100%	100%	95.0%	92.3%	100%	100%	100%	97.9%
Was your home left clean and tidy?	100%	100%	100%	94.7%	100%	98.7%	100%	100%	100%	100%	100%	100%	100%	100%
Was your adaptation completed as we arranged?	100%	100%	100%	88.2%	100%	98.7%	100%	100%	95.0%	92.3%	90.9%	100%	100%	96.8%
Did the staff who worked in your home show you their ID?	86.7%	85.7%	90.0%	88.9%	100%	93.6%	100%	91.7%	95.0%	100%	100%	100%	100%	97.7%
How satisfied were you with the level of contact provided?	100%	100%	100%	100%	100%	98.7%	100%	100%	100%	92.3%	100%	93.8%	100%	97.9%
How satisfied are you with the information and advice?	100%	100%	100%	94.7%	100%	97.5%	100%	100%	95.0%	100%	100%	100%	100%	98.9%
Number of surveys	16	8	11	19	13	158	13	12	20	13	11	16	9	94

Day to Day Repairs Survey Response

Key:

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

	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	23-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sept-24	Oct-24	24/25
How satisfied were you with the overall repair?	97.1%	95.1%	92.1%	94.1%	96.7%	95.1%	89.1%	88.9%	94.0%	92.9%	81.0%	90.6%	96.8%	91.4%
Was the repair easy to report?	95.8%	100%	91.9%	95.5%	96.7%	96.6%	96.9%	98.2%	96.0%	97.1%	85.7%	95.3%	95.2%	95.9%
Did we attend when we said we would?	97.2%	95.1%	98.4%	98.5%	98.4%	98.1%	98.5%	98.2%	98.0%	98.6%	95.2%	92.2%	100%	97.4%
Was the repair completed right first time?	87.5%	90.0%	73.2%	92.3%	87.5%	83.3%	90.0%	87.2%	92.9%	87.5%	80.0%	76.0%	89.5%	87.1%
Was your home left clean and tidy?	100%	97.6%	95.2%	100%	96.7%	97.9%	96.9%	100%	98.0%	95.7%	90.5%	98.4%	98.4%	97.4%
How satisfied were you with the operative(s) who carried out the works?	97.1%	97.6%	98.4%	97.1%	98.4%	96.9%	98.5%	94.4%	98.0%	95.7%	95.2%	98.4%	96.8%	96.9%
Were the operative(s) easily identifiable?	96.9%	97.4%	94.4%	98.4%	94.6%	97.4%	100%	100%	97.9%	98.5%	100%	100%	98.4%	99.2%
Number of surveys	70	41	63	68	61	771	64	54	50	70	21	64	62	385

Gas Repairs Survey Response

Key:

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

	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	23-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sept-24	Oct-24	24/25
How satisfied were you with the overall repair?	97.0%	92.6%	97.5%	100%	100%	97.8%	100%	94.7%	100%	84.2%	100%	96.2%	95.9%	95.8%
Was the repair easy to report?	97.1%	100%	97.4%	97.3%	88.9%	96.5%	96.9%	97.4%	100%	100%	100%	96.2%	98.0%	97.9%
Did we attend when we said we would?	100%	100%	100%	100%	100%	98.8%	93.8%	100%	100%	100%	100%	100%	98.0%	98.4%
Was the repair completed first time?	75.0%	92.0%	92.5%	97.2%	94.7%	84.7%	93.8%	84.2%	88.2%	84.2%	100%	88.5%	75.5%	85.2%
If not complete, did the Operative explain why?	100%	-	100%	100%	-	100%	100%	100%	100%	100%	-	100%	83.3%	92.9%
Was your home left clean and tidy?	100%	100%	100%	100%	100%	99.8%	100%	100%	100%	100%	100%	100%	98.0%	99.5%
How satisfied were you with the operative(s) who carried out the works?	97.1%	92.6%	100%	100%	100%	98.5%	100%	97.4%	100%	94.7%	100%	100%	98.0%	98.4%
Were the operative(s) easily identifiable?	96.4%	100%	100%	100%	100%	98.7%	100%	100%	100%	100%	100%	100%	100%	100%
Number of surveys	33	27	40	38	20	402	32	38	17	19	8	26	49	189

Gas Servicing Survey Response

Key:

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

	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	23-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sept-24	Oct-24	24/25
How satisfied were you with the overall service?	100%	100%	100%	97.4%	100%	99.8%	100%	100%	100%	100%	100%	100%	98.0%	99.4%
Do you consider the work to be completed?	100%	100%	100%	97.4%	100%	98.5%	100%	100%	100%	96.0%	100%	100%	96.0%	98.2%
If not, did the Operative explain why?	-	-	-	100%	-	100%	-	-	-	100%	-	-	50.0%	66.7%
Did we attend when we said we would?	97.5%	85.7%	97.4%	100%	95.5%	97.8%	89.5%	100%	100%	100%	100%	81.8%	98.0%	96.9%
Was your home left clean and tidy?	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	98.0%	99.4%
How satisfied were you with the operative(s) who carried out the works?	100%	100%	100%	97.4%	100%	99.8%	100%	100%	100%	100%	100%	100%	98.0%	99.4%
Were the operative(s) easily identifiable?	100%	100%	100%	97.2%	100%	98.9%	100%	100%	100%	100%	100%	100%	100%	100%
Number of surveys	40	14	39	38	22	413	19	24	21	25	12	11	50	162

Cleaning Services Survey Response

Key:

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

	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	23-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sept-24	Oct-24	24-25
How satisfied were you with the overall cleaning service?	79.5%	69.2%	86.7%	83.3%	80.0%	81.1%	85.3%	62.5%	81.8%	72.4%	85.7%	71.4%	58.6%	72.4%
Do the operatives attend regularly?	87.2%	76.9%	93.3%	100%	89.5%	90.9%	82.4%	89.2%	90.5%	96.3%	100%	79.4%	88.5%	87.8%
Were the operative(s) easily identifiable?	96.0%	77.8%	92.6%	88.9%	87.5%	93.5%	92.3%	85.7%	84.2%	100%	100%	96.4%	96.2%	92.8%
How satisfied were you with the operative(s) who carried out the works?	76.9%	69.2%	89.7%	83.3%	80.0%	82.0%	88.2%	65.0%	82.6%	82.8%	85.7%	67.6%	58.6%	74.3%
Number of surveys	39	13	30	30	20	366	34	40	22	29	14	35	29	203

Grounds Maintenance Survey Response

Key:

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

	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	23-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sept-24	Oct-24	24-25
How satisfied were you with the overall grounds maintenance service?	96.2%	100%	82.6%	81.8%	85.7%	88.7%	75.0%	75.0%	84.2%	73.7%	88.9%	76.5%	87.5%	79.2%
Are the communal gardens maintained and paths cleared of litter regularly?	-	-	-	-	100%	90.4%	93.3%	90.0%	86.7%	73.3%	100%	-	-	86.9%
Were the operative(s) easily identifiable?	95.7%	100%	100%	94.7%	100%	96.0%	95.6%	92.3%	83.3%	100%	83.3%	100%	100%	94.4%
How satisfied were you with the operative(s) who carried out the works?	100%	90.9%	82.6%	81.8%	85.7%	89.3%	75.0%	81.3%	84.2%	60.0%	87.5%	82.4%	81.3%	77.5%
Satisfaction with grass cutting	-	-	-	-	-	87.1%	85.7%	100%	100%	70.0%	100%	-	-	89.7%
Satisfaction with hedge and shrubs maintenance	100%	100%	77.8%	100%	100%	78.3%	52.4%	85.7%	88.9%	66.7%	0%	66.7%	50.0%	64.9%
Satisfaction with weeding	92.3%	80.0%	75.0%	75.0%	100%	74.2%	54.6%	66.7%	71.4%	61.5%	75.0%	25.0%	60.0%	59.4%
Satisfaction with litter picking	90.9%	75.0%	85.7%	80.0%	100%	71.3%	56.5%	66.7%	66.7%	50.0%	66.7%	100%	33.3%	58.1%
Number of surveys	26	11	23	18	14	265	24	16	19	19	9	17	16	120

Home Improvement Survey Response

Key:

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

	Jun-23	Jul-23	Aug-23	Sept-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	23-24	Apr-24	Sept-24	24-25
How satisfied were you with the overall quality of the improvement work?	100%	100%	100%	100%	100%	100%	100%	100%	94.7%	100%	98.9%	100%	66.7%	83.3%
Did we attend the property when we said we would?	100%	100%	85.7%	100%	100%	100%	100%	90.9%	94.7%	100%	95.5%	100%	100%	100%
Do you consider the work to be completed?	100%	100%	57.1%	100%	100%	100%	100%	77.8%	94.1%	80.0%	89.2%	100%	100%	100%
Was your home left clean and tidy?	100%	100%	100%	100%	100%	100%	100%	100%	94.7%	100%	98.9%	100%	100%	100%
How satisfied were you with the operative(s) who carried out the works?	75.0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	98.9%	100%	100%	100%
Were the operative(s) easily identifiable?	100%	100%	100%	100%	100%	100%	100%	100%	93.8%	100%	98.7%	100%	100%	100%
Number of surveys	4	12	7	3	2	2	2	11	19	10	88	3	3	6