

Customer Satisfaction Results

Housing & Support Services



Customer Service Centre Survey Response

Key:

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

	23-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sept-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	24-25
Overall Satisfaction	96.8%	97.1%	94.4%	100%	100%	93.3%	95.7%	100%	98.5%	100%	99.1%	97.9%	100%	98.3%
How satisfied were you with the advisor(s) who carried out the call?	97.1%	100%	94.4%	100%	100%	86.7%	95.7%	100%	98.5%	100%	99.1%	97.9%	100%	98.3%
Were the advisor(s) you spoke to well informed, and have good knowledge of your enquiry?	98.1%	100%	97.2%	100%	100%	100%	95.7%	94.7%	98.5%	100%	99.1%	95.7%	100%	98.5%
How satisfied were you with the outcome of your call?	90.9%	97.1%	91.7%	92.6%	95.5%	93.3%	100%	100%	90.9%	91.1%	92.6%	93.6%	92.1%	93.3%
Were you happy with the length of time it took to answer your call?	89.7%	100%	97.2%	92.6%	100%	100%	82.6%	94.7%	97.0%	95.6%	97.2%	87.2%	92.1%	95.0%
Are the current opening hours convenient for you?	99.2%	100%	97.2%	100%	100%	100%	95.7%	84.2%	97.0%	100%	100%	100%	100%	98.5%
Number of surveys	373	35	36	27	22	15	23	19	66	45	108	47	38	481

New Tenant Survey Response

Key:

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

	23-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sept-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	24-25
How satisfied were you overall?	94.0%	94.1%	100%	100%	100%	100%	88.9%	95.2%	81.0%	92.7%	95.7%	100%	88.5%	94.3%
How satisfied are you with the condition of the property	86.8%	64.7%	90.5%	83.3%	88.9%	100%	100%	84.2%	80.0%	92.9%	81.8%	90.3%	72.0%	83.3%
Was it explained to you how to pay your rent?	86.3%	94.1%	95.7%	85.7%	100%	100%	100%	100%	95.0%	80.5%	91.4%	91.9%	85.2%	91.2%
If you were given the paint pack, do you have any feedback about the delivery and quality?	86.2%	100%	100%	100%	100%	100%	100%	100%	83.3%	100%	88.9%	71.4%	76.9%	87.3%
Do you feel like you received enough support during the lettings process?	89.2%	94.1%	100%	85.7%	100%	100%	88.9%	90.5%	70.0%	92.3%	91.4%	97.3%	80.0%	90.8%
When you moved into your home, were you given information about safeguarding?	50.3%	29.4%	34.8%	57.1%	63.6%	50.0%	44.4%	75.0%	62.5%	44.4%	39.7%	53.6%	36.8%	46.8%
Number of surveys	199	17	23	7	9	2	9	21	21	41	69	37	26	282

ASB Survey Response

Key:

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

	23-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sept-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	24-25
Overall satisfaction with ASB case handling	89.7%	100%	88.9%	86.7%	100%	87.5%	90.0%	90.9%	100%	88.9%	100%	85.7%	100%	93.8%
Did you agree an action plan and receive regular updates from your investigating officer?	89.9%	100%	75.0%	85.7%	100%	100%	100%	90.9%	100%	87.5%	83.3%	85.7%	100%	93.5%
Do you feel that you received adequate support during the case?	87.5%	85.7%	85.7%	92.9%	100%	100%	100%	90.9%	100%	88.9%	100%	100%	100%	96.0%
Satisfied with the outcome of your case?	90.6%	100%	88.9%	86.7%	100%	87.5%	90.0%	81.8%	100%	88.9%	83.3%	71.4%	92.9%	90.0%
Number of surveys	117	7	9	15	13	8	10	11	7	9	6	7	28	130

Complaint Feedback Survey Response

Key:

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

	23-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sept-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	24-25
How satisfied are with the way your Investigating Officer dealt with your complaint?	58.8%	80.0%	75.0%	72.7%	80.0%	72.7%	60.0%	71.4%	66.7%	53.8%	73.3%	86.0%	85.7%	78.6%
Were you satisfied with the overall outcome of your complaint?	41.2%	33.3%	37.5%	45.5%	33.3%	54.5%	40.0%	71.4%	25.0%	46.2%	42.3%	56.0%	66.0%	54.7%
Were you satisfied with work or action agreed following the closure of your complaint?	45.2%	40.0%	57.1%	60.0%	50.0%	72.7%	50.0%	50.0%	58.3%	61.5%	57.1%	74.4%	82.7%	69.8%
Are you satisfied with the contact from your Investigating Officer?	58.4%	75.0%	75.0%	81.8%	50.0%	81.8%	60.0%	73.3%	58.3%	50.0%	69.0%	92.5%	86.8%	78.9%
Did you find it easy to register your complaint with us?	83.8%	100%	71.4%	81.8%	100%	90.9%	80.0%	100%	83.3%	61.5%	83.3%	90.0%	94.9%	89.4%
Number of surveys	114	5	8	11	5	11	5	14	12	13	30	43	91	248

Independent Living Survey Response

Key:

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

	23-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sept-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	24-25
Overall satisfaction with the Independent Living service	94.5%	97.0%	90.0%	94.4%	81.8%	66.7%	94.1%	100%	95.5%	100%	87.8%	100%	93.8%	92.7%
Satisfaction with the service provided by your IL Officer?	94.5%	97.0%	90.0%	94.4%	100%	66.7%	94.1%	100%	95.5%	100%	84.4%	91.7%	93.8%	91.6%
Satisfaction with the frequency of contact with your IL Officer?	93.9%	90.9%	95.0%	94.4%	100%	66.7%	94.1%	100%	86.4%	93.8%	83.3%	87.5%	93.8%	89.6%
Do you agree that the service helps you live independently?	93.1%	90.9%	85.0%	83.3%	100%	66.7%	82.4%	88.2%	90.9%	81.3%	83.3%	83.3%	93.8%	86.1%
Satisfaction with the safety and security of your home?	92.6%	100%	95.0%	100%	90.9%	33.3%	88.2%	88.2%	90.9%	81.3%	92.2%	95.8%	93.8%	92.3%
How satisfied are you with the emergency call service?	79.1%	90.0%	75.0%	66.7%	0%	100%	57.1%	0%	100%	60.0%	77.3%	100%	100%	78.4%
Was the person who dealt with your call helpful and easy to speak to?	82.9%	100%	100%	100%	100%	100%	57.1%	100%	100%	60.0%	77.3%	100%	100%	86.3%
How would you rate the quality of service from the emergency call service?	76.9%	90.0%	75.0%	100%	100%	66.7%	71.4%	0%	100%	60.0%	81.8%	100%	100%	82.4%
Do you think that the emergency call service offers value for money?	75.6%	90.0%	75.0%	100%	100%	33.3%	57.1%	0%	100%	60.0%	86.4%	100%	100%	81.1%
Number of surveys	219	33	20	18	11	2	17	17	22	16	90	24	16	287