

Equality *and* Diversity

*Customer Experience
Data Insight Report*

2024/25



Contents

- 1** Executive Summary | Pages 2 to 4
- 2** Knowing Our Customers | Pages 5 to 6
- 3** Knowing Our Communities | Pages 7 to 8
- 4** OVH and Group Staff | Pages 9 to 10
- 5** Complaints | Pages 11 to 12
- 6** Survey Satisfaction | Pages 13 to 14

01

Executive Summary

Discover our key highlights

Understanding our customers' experience is paramount to our continued success. This report provides a comprehensive review of customer profile data and satisfaction across all our service areas for the 2024/25 financial year, offering granular data to help shape our future strategic plans. A concise summary of the key findings is provided below, highlighting important insights which will help to improve our overall service offer.

Ethnicity:

Black Asian Minority Ethnic (BAME) customers had a higher level of satisfaction in five out of the 11 transactional surveys. Notably, we achieved 100% satisfaction among BAME customers in key areas such as Complaint Handling, Customer Service Centre, Gas Servicing, and Home Improvement Works.

While responses from BAME customers generally represent a smaller proportion of total surveys, we observed the highest participation in the New Tenant Survey (22 responses).

However, it's important to acknowledge areas where satisfaction levels for BAME customers were lower. Summary of **areas for lower satisfaction**:

- **Day-to-Day Repairs:** BAME customer satisfaction was 80.0% (12 out of 15), compared to 94.4% for Non-BAME customers.
- **Gas Repairs:** Satisfaction for BAME customers stood at 85% (17 out of 20), while Non-BAME customers reported 94.4% satisfaction.
- **New Tenant:** BAME customer satisfaction was 90.9% (20 out of 22), against 93.8% for Non-BAME customers.

For the remaining surveys, the sample size of BAME customers was very small, with five or fewer responses.

Gender:

Female customers reported lower satisfaction than their male counterparts in six out of 11 surveys. While some differences were minor, such as in Gas Servicing (98.8% for males vs. 96.8% for females), other areas showed more notable disparities.

Surveys with the **most significant differences** included:

- **Cleaning Services:** Male satisfaction was 80.8% compared to 74.1% for females, a 6.7% difference.
- **Home Improvement Works:** Males reported 97.5% satisfaction, while females reported 93.0%.

Conversely, male customers showed significantly lower satisfaction in specific areas:

- **ASB (Anti-Social Behaviour) Case Handling:** Male satisfaction was 84%, notably lower than 97.1% for females.
- **Complaint Feedback:** Males reported 70.6% satisfaction, compared to 79.5% for females.

It's worth noting that these findings are set against a backdrop where females completed a significantly higher proportion of surveys in 2024/25, accounting for approximately 65% of all responses, compared to 35% from males.

Sexual Orientation:

We received a small number of survey responses from LGBTQ+ customers, generally fewer than 16 per service. Despite the limited sample size, we're pleased to report 100% satisfaction among LGBTQ+ customers for services including ASB case handling, Customer Service Centre, and Gas Repairs.

However, **areas identified for improvement** include:

- **Cleaning Services:** LGBTQ+ customer satisfaction was 62.5% (5 out of 8 responses).
- **Day-to-Day Repairs Survey:** Satisfaction stood at 87.5% (14 out of 16 responses).

Transgender

Transgender customers reported 100% satisfaction across all but one of the surveys, although responses were very limited, with the majority of surveys receiving only one response.

The Cleaning Services Survey was the exception, with 50% satisfaction from transgender customers. However, it is worth noting that only two transgender customers responded to this survey, making it difficult to draw any definitive conclusions from such a small sample size.

Disability

Customers with a disability reported lower satisfaction in six out of 11 surveys compared to those with no disability. These services included:

- ASB (Anti-Social Behaviour)
- Complaint Feedback
- Day-to-Day Repairs
- Gas Repair
- Gas Servicing
- Home Improvement

For most of these surveys, the difference in satisfaction between disabled and non-disabled customers was within a few percentage points. However, the ASB Survey showed a more notable disparity, with 90.6% satisfaction from disabled customers compared to 95.2% from those with no disability.

Complaints

While OVH's customer base is 61.4% female and 38.3% male (with under 1% undeclared), complaint data shows a different distribution. Females accounted for 52.4% of complaints, while males made up 27.5%. The gender of the remaining 20.1% of complainants is unknown, either due to third-party submissions or customers choosing not to disclose.

Complaint rates were lower for the 16-24 (2.4% of customers, 2.4% of complaints) and 65+ age groups. Notably, our 65+ customers, who make up 25.4% of our base, generated just 13% of complaints, a trend consistent with last year.

Complaints from customers with a disability increased from 25.1% in 2023/24 to 31.5% in 2024/25. The remaining 68.5% of complaints came from customers without a disability or those who preferred not to disclose.

As with 2023/24, only a small number of LGBTQ+ customers made a complaint in 2024/25, accounting for 1.4% of the number made. This is lower than the customer profile of 1.8%.

Lettings

The proportion of lets to the 16-24 age group increased to 15.9%, up from 11.5% in 2023/24.

Lettings to customers aged 25-44 decreased to 43.4% in 2024/25 from 48.6% in 2023/24. Conversely, the 45-64 and 65+ age bands saw slight increases in lettings compared to the previous financial year.

Lettings to BAME customers decreased significantly to 7.3% in 2025/26, down from 13.2% in 2023/24. Despite this reduction, the 2025/26 figure remains more than double OVH's overall BAME customer profile of 3.4%.

Similarly to 2023/24, a higher proportion of lets were made to female customers, with 55% in total.

02

Knowing Our Customers

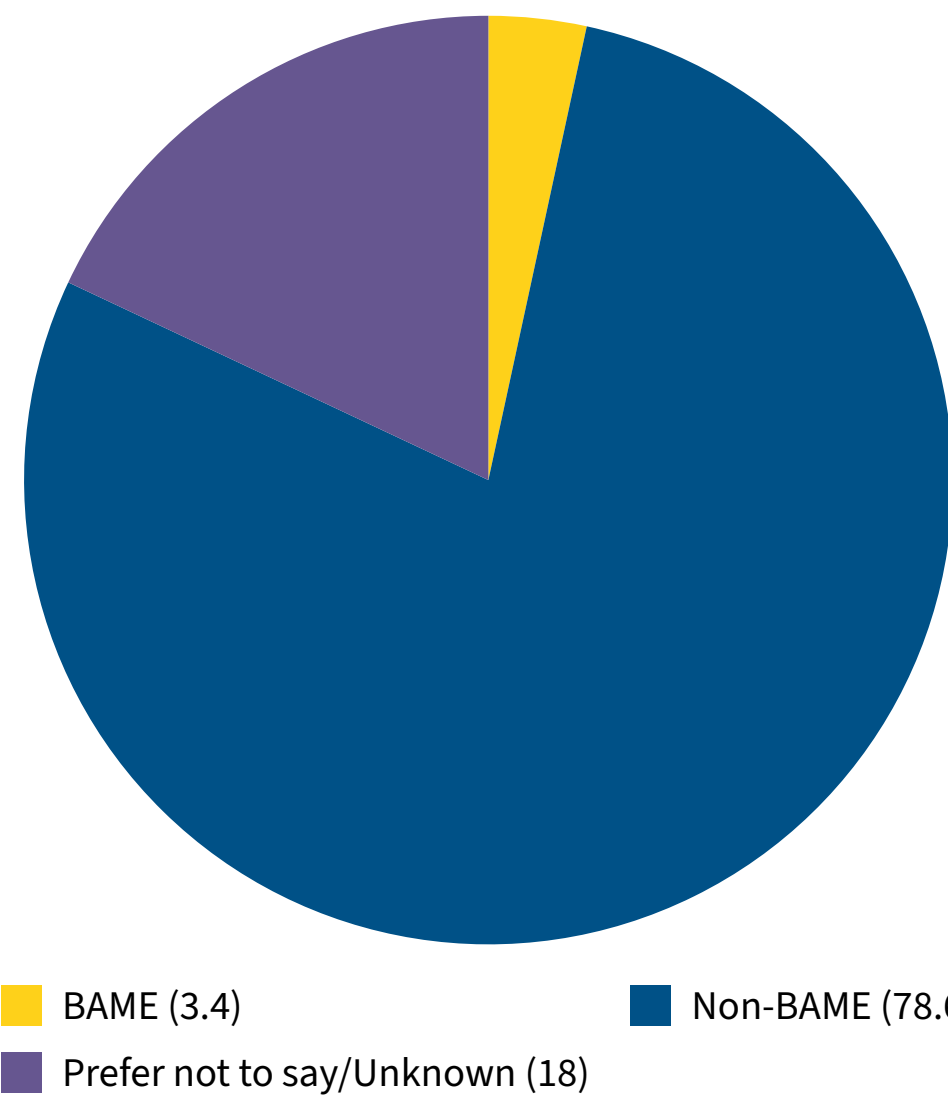
Our customer profile data broken down

This comprehensive data provides a detailed breakdown across various characteristics, offering a deeper understanding of our customer base and their evolving needs and experiences.

Ethnicity

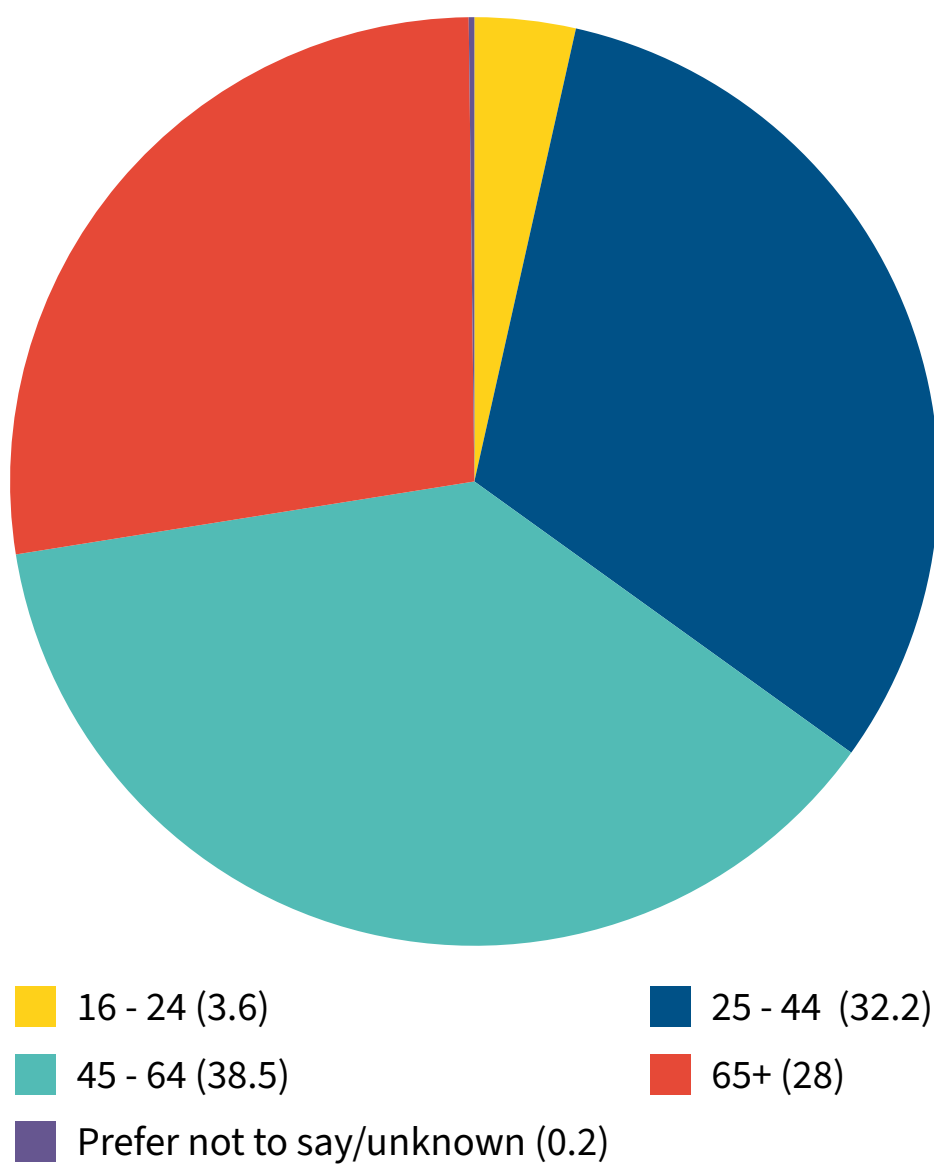
	New Lettings		OVH Customer (All)	
	Number	Percentage	Number	Percentage
BAME	75	7.3%	454	3.4%
Non-BAME	847	82.7%	10464	78.6%
Prefer not to say/unknown	102	10.0%	2395	18%

OVH Customers (All)



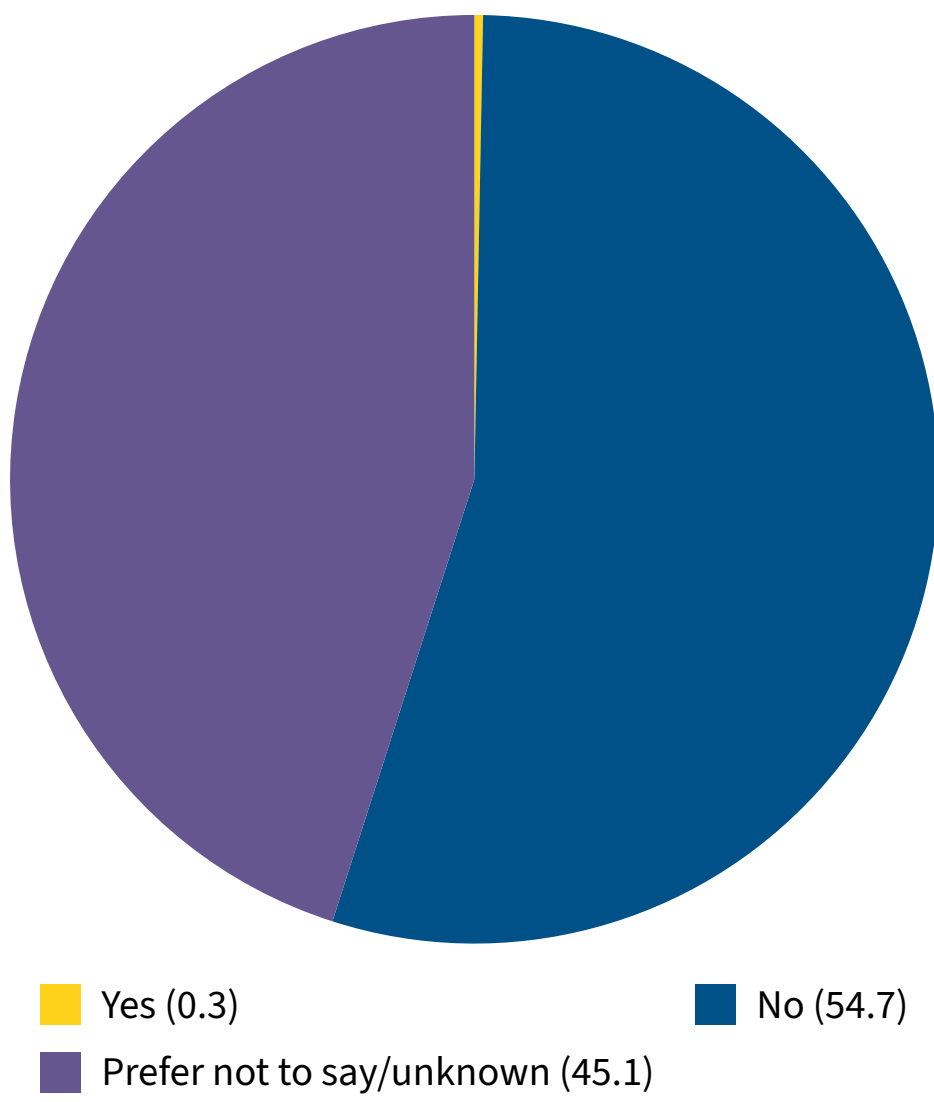
Age

	New Lettings		OVH Customer (All)	
	Number	Percentage	Number	Percentage
16 - 24	163	15.9%	484	3.6%
25 - 44	444	43.4%	4292	32.2%
45 - 64	297	29%	5192	38.5%
65+	118	11.5%	3380	25.4%
Prefer not to say/unknown	2	0.2%	28	0.2%



Transgender

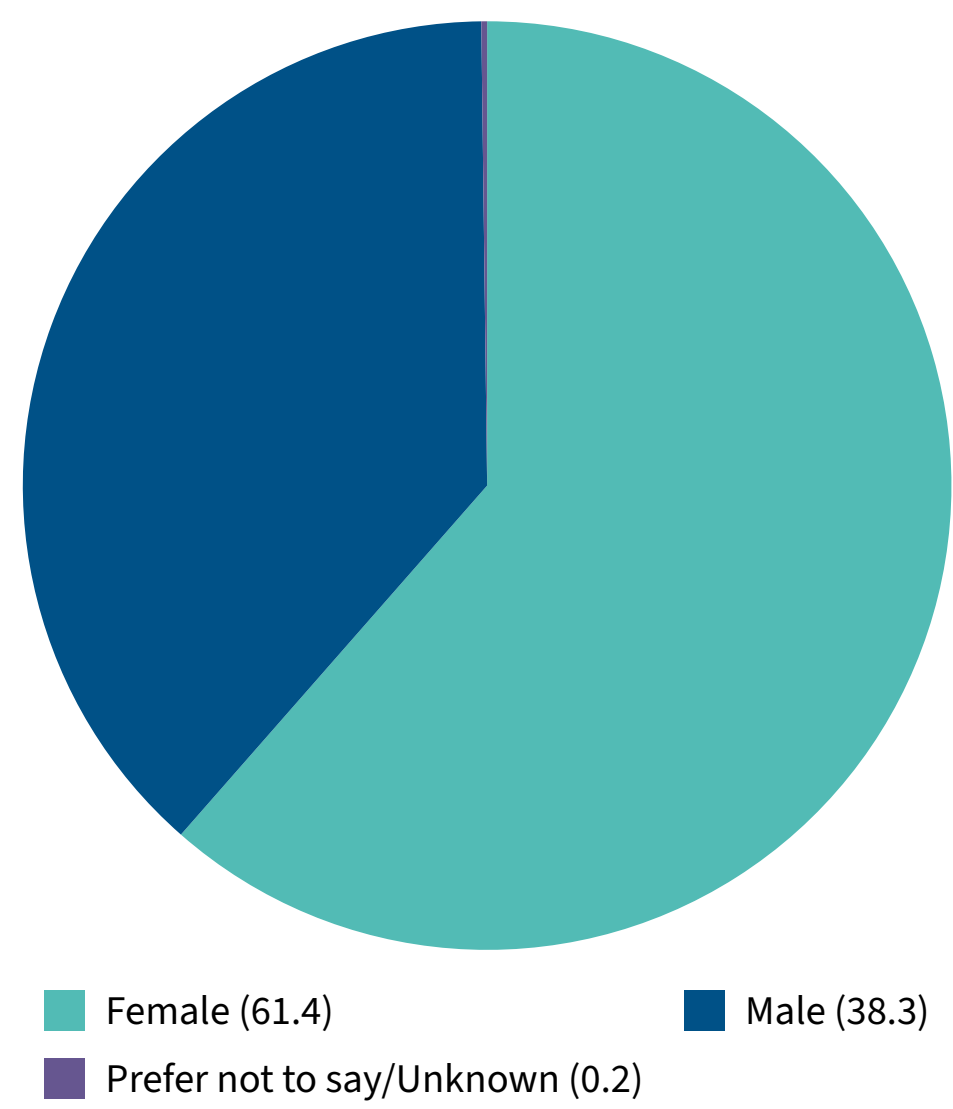
	New Lettings		OVH Customer (All)	
	Number	Percentage	Number	Percentage
Yes	4	0.4%	37	0.3%
No	969	94.6%	7278	54.7%
Prefer not to say/unknown	51	5%	5998	45.1%



Gender

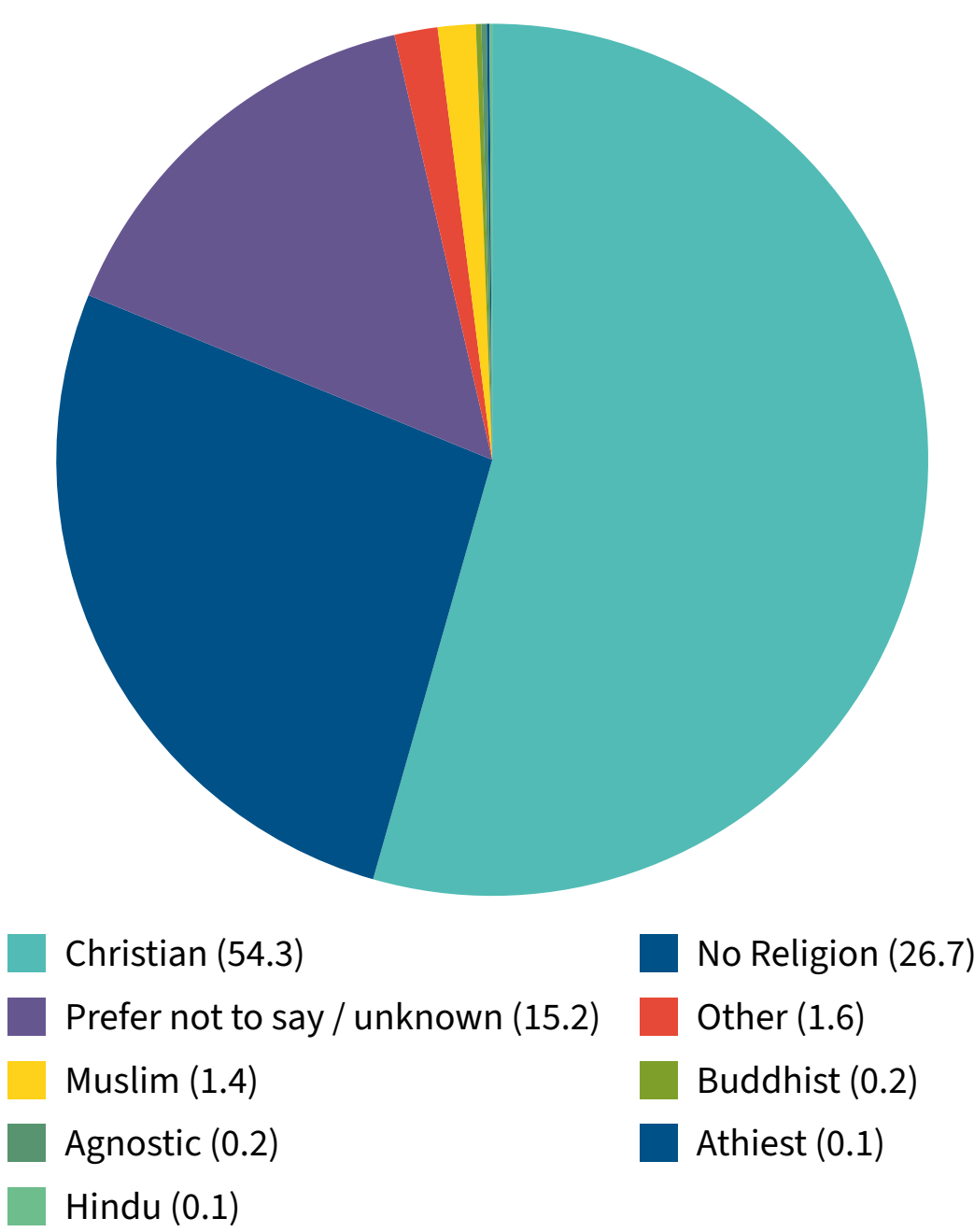
	New Lettings		OVH Customer (All)	
	Number	Percentage	Number	Percentage
Female	563	55%	8177	61.4%
Male	453	44.2%	5103	38.3%
Prefer not to say / unknown	8	0.8%	33	0.2%

OVH Customer (All)



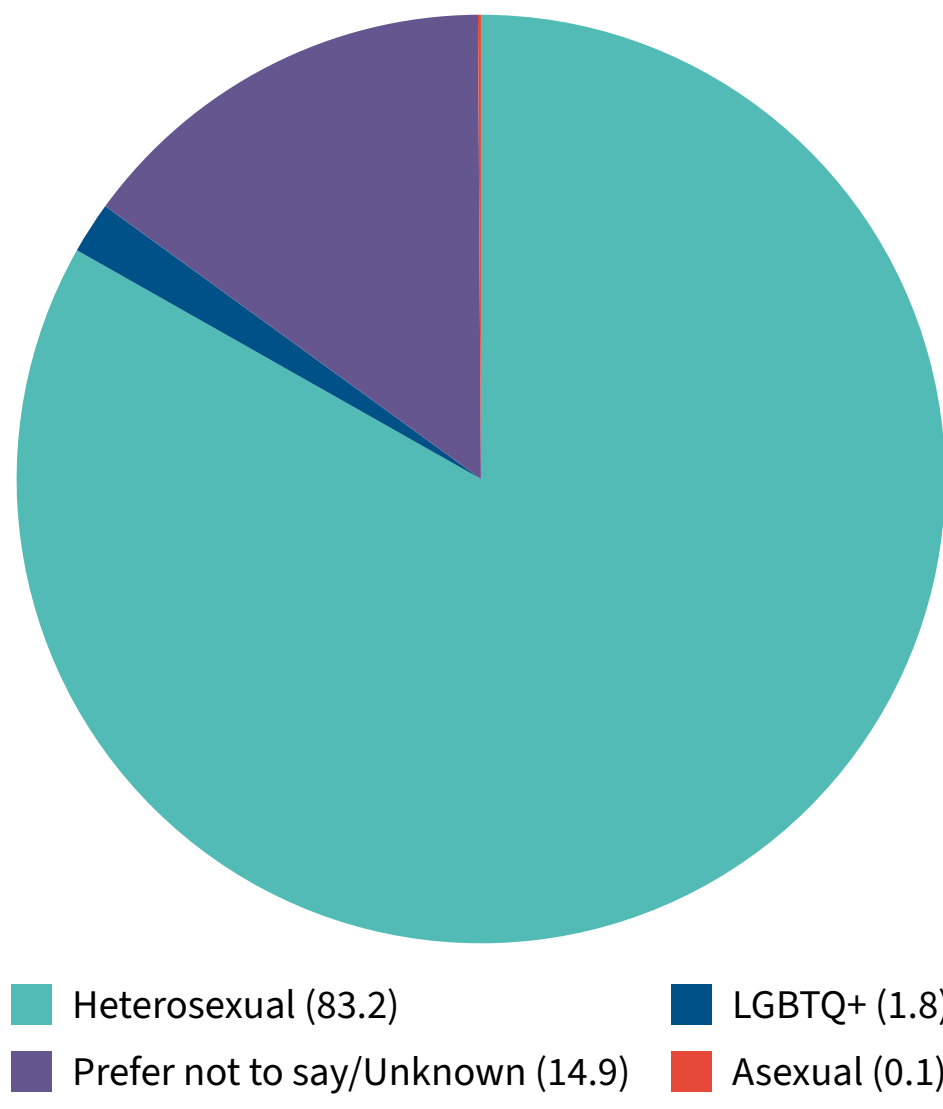
Religion

	New Lettings		OVH Customer (All)	
	Number	Percentage	Number	Percentage
Christian	461	45%	7232	54.3%
No Religion	328	32.0%	3558	26.7%
Prefer not to say/unknown	161	15.7%	2023	15.2%
Other	11	1.1%	215	1.6%
Muslim	40	3.9%	185	1.4%
Buddhist	6	0.6%	33	0.2%
Agnostic	9	0.9%	20	0.2%
Athiest	4	0.4%	19	0.1%
Hindu	4	0.4%	17	0.1%
Jewish	0	0%	5	0%
Bahai	0	0%	3	0%
Sikhism	0	0%	3	0%



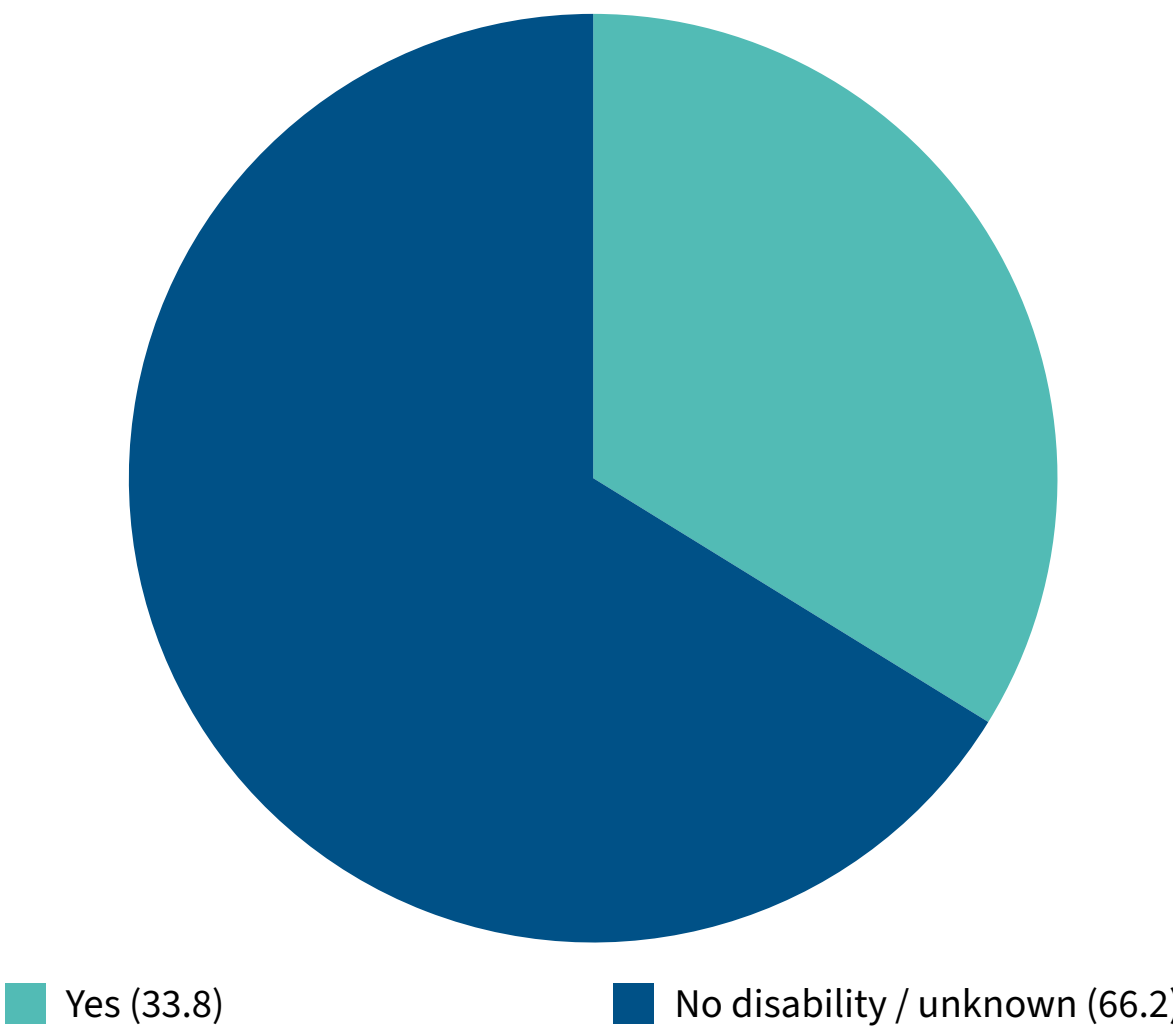
Sexual Orientation

	New Lettings		OVH Customer (All)	
	Number	Percentage	Number	Percentage
Heterosexual	914	89.3%	11073	83.2%
LGBTQ+	26	2.5%	239	1.8%
Prefer not to say / unknown	82	8.0%	1990	14.9%
Asexual	2	0.2%	11	0.1%



Disability

	New Lettings		OVH Customer (All)	
	Number	Percentage	Number	Percentage
Yes	417	40.72	4499	33.8%
No disability / unknown	607	59.2%	8814	66.2%



03

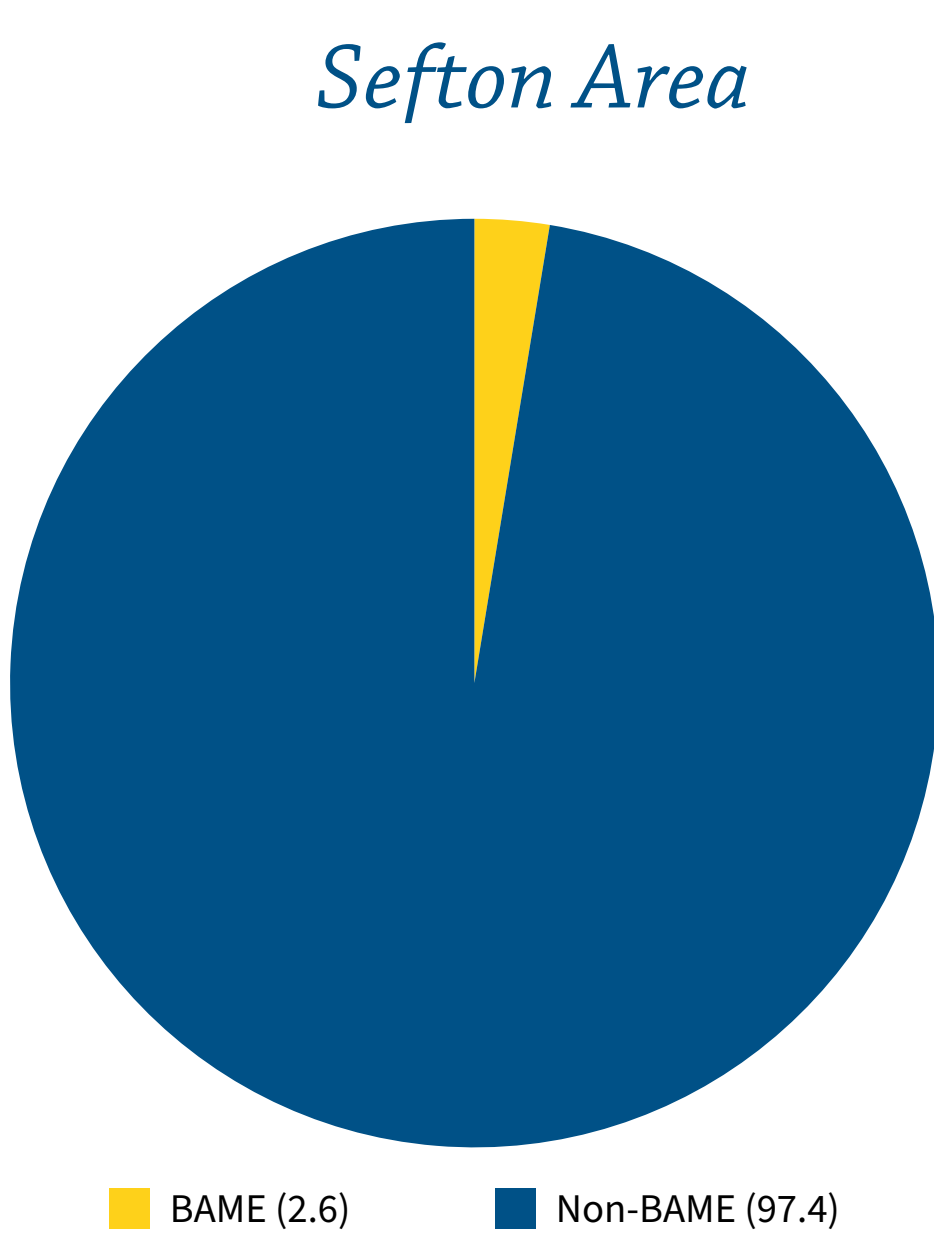
Knowing Our Communities

Sefton area profile data broken down

This analysis compares Sefton's demographic profiles with OVH's customer profiles to understand how effectively current housing provisions meet community needs and to inform future strategic planning.

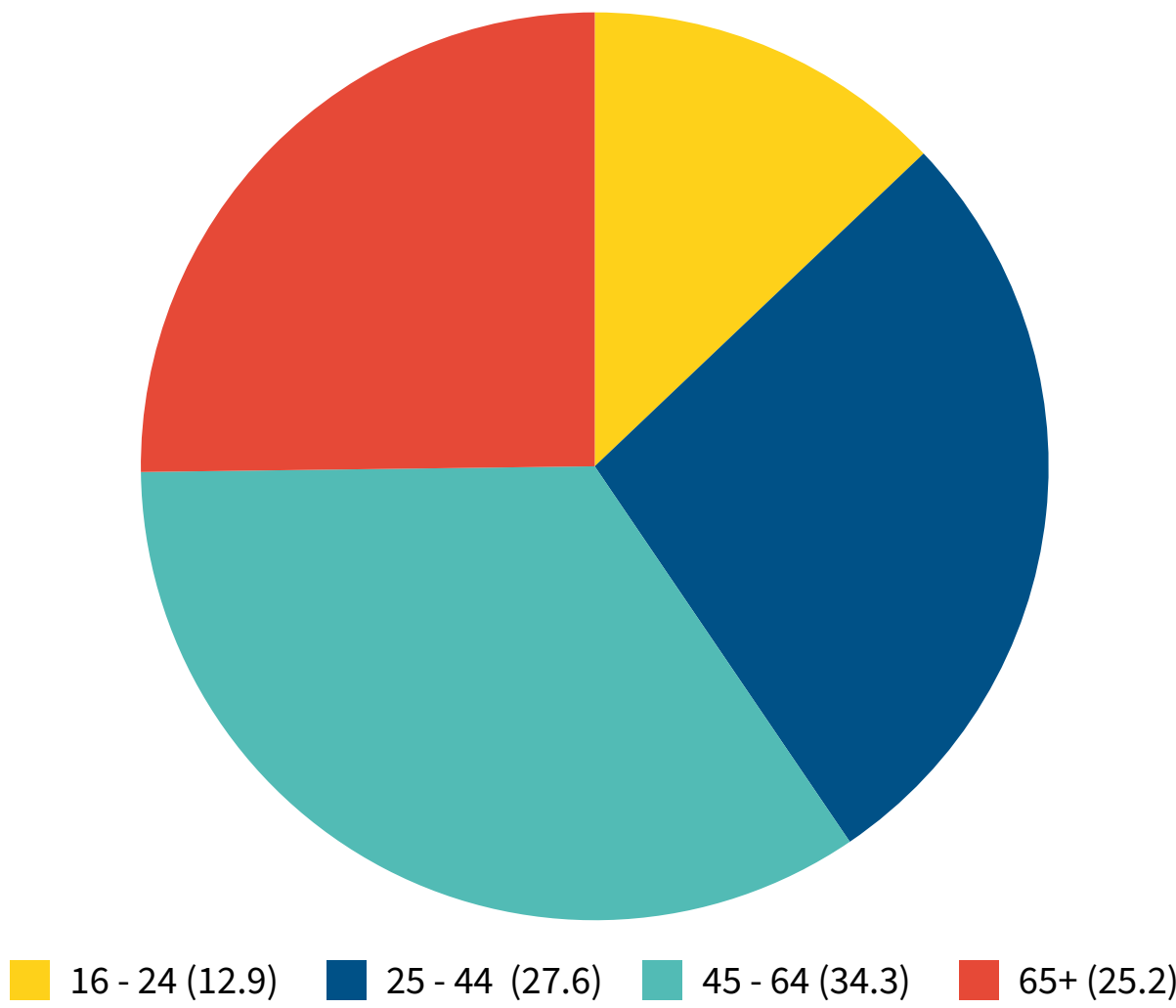
Ethnicity

	Sefton Area		OVH Customer (All)	
	Number	Percentage	Number	Percentage
BAME	7049	2.6%	454	3.4%
Non-BAME	266741	97.4%	10464	78.6%
Prefer not to say/unknown	0	0%	2395	18%



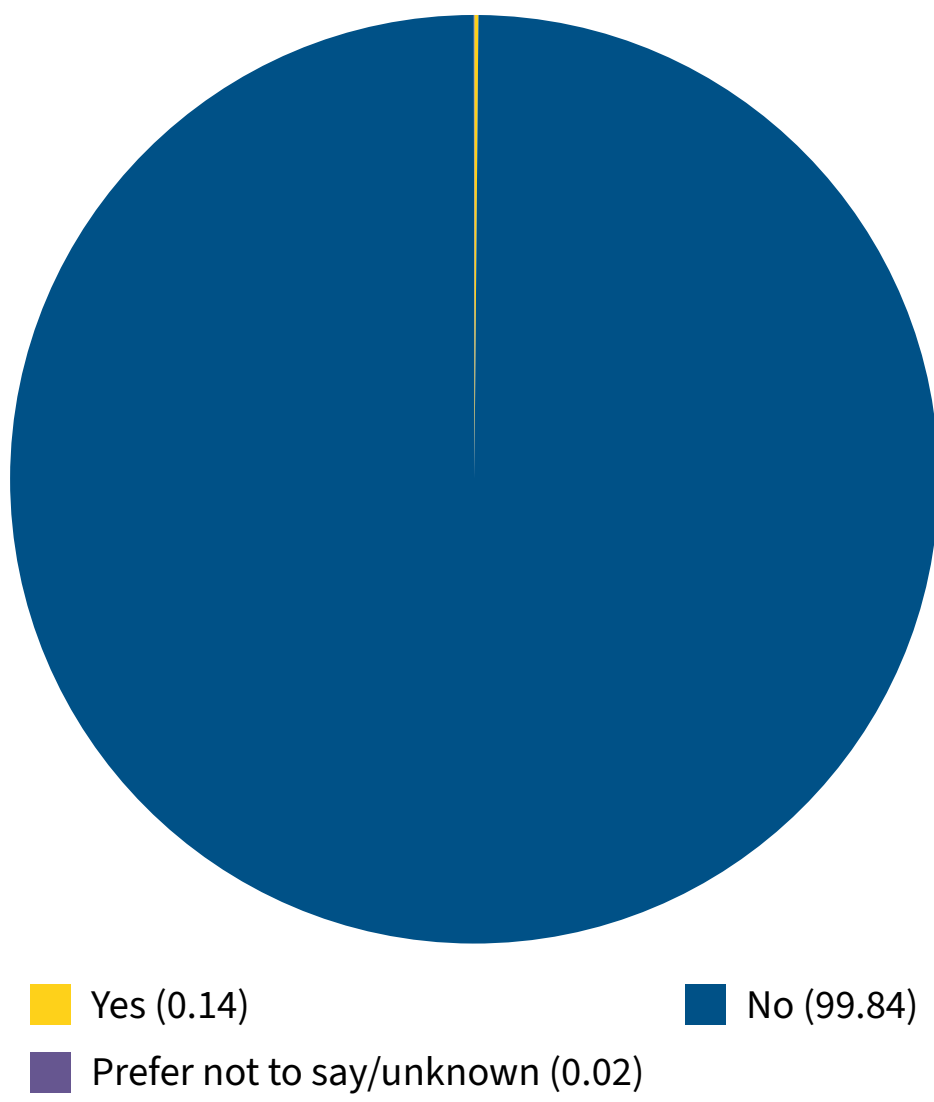
Age

	Sefton Area		OVH Customer (All)	
	Number	Percentage	Number	Percentage
16 - 24	29243	12.9%	484	3.6%
25 - 44	62521	27.6%	4292	32.2%
45 - 64	77660	34.3%	5192	38.5%
65+	57011	25.2%	3380	25.4%
Prefer not to say/unknown	0	0%	28	0.2%



Transgender

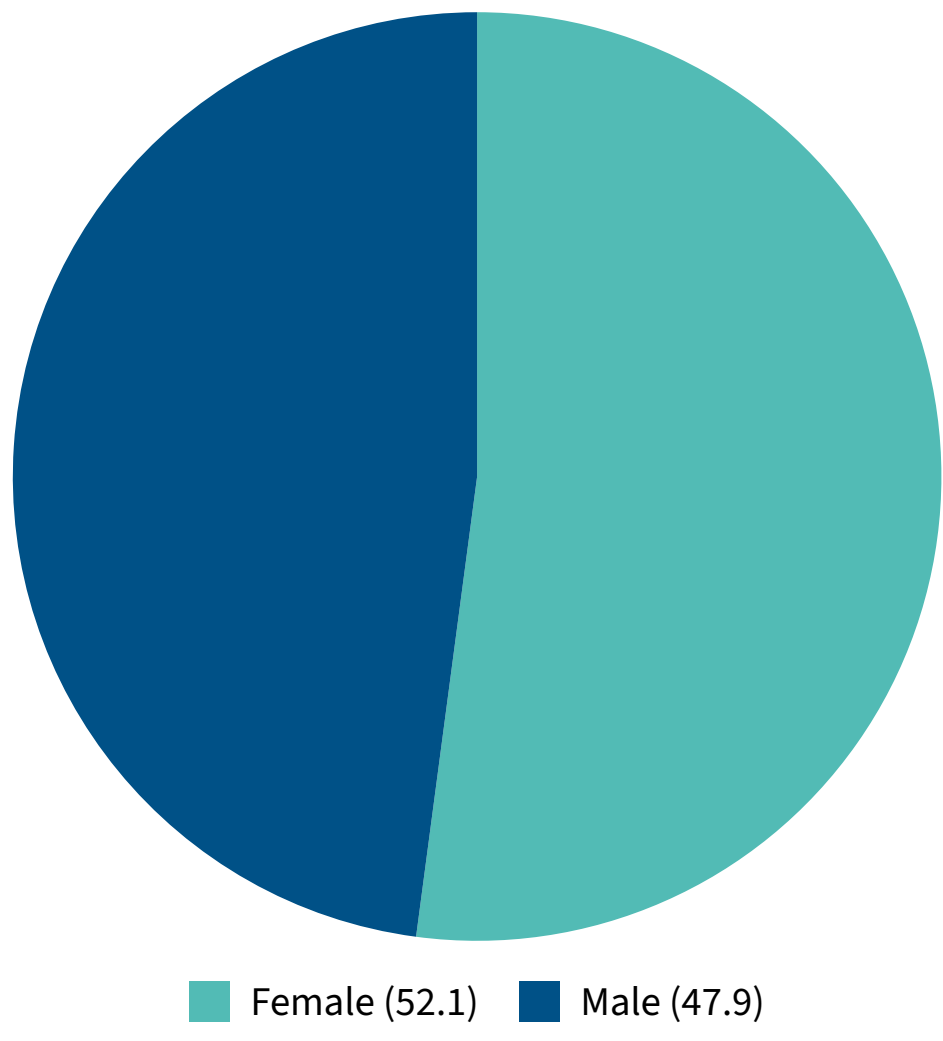
	Sefton Area		OVH Customer (All)	
	Number	Percentage	Number	Percentage
Yes	383	0.14%	37	0.3%
No	273352	99.84%	7278	54.7%
Prefer not to say/unknown	55	0.02%	5998	45.1%



Gender

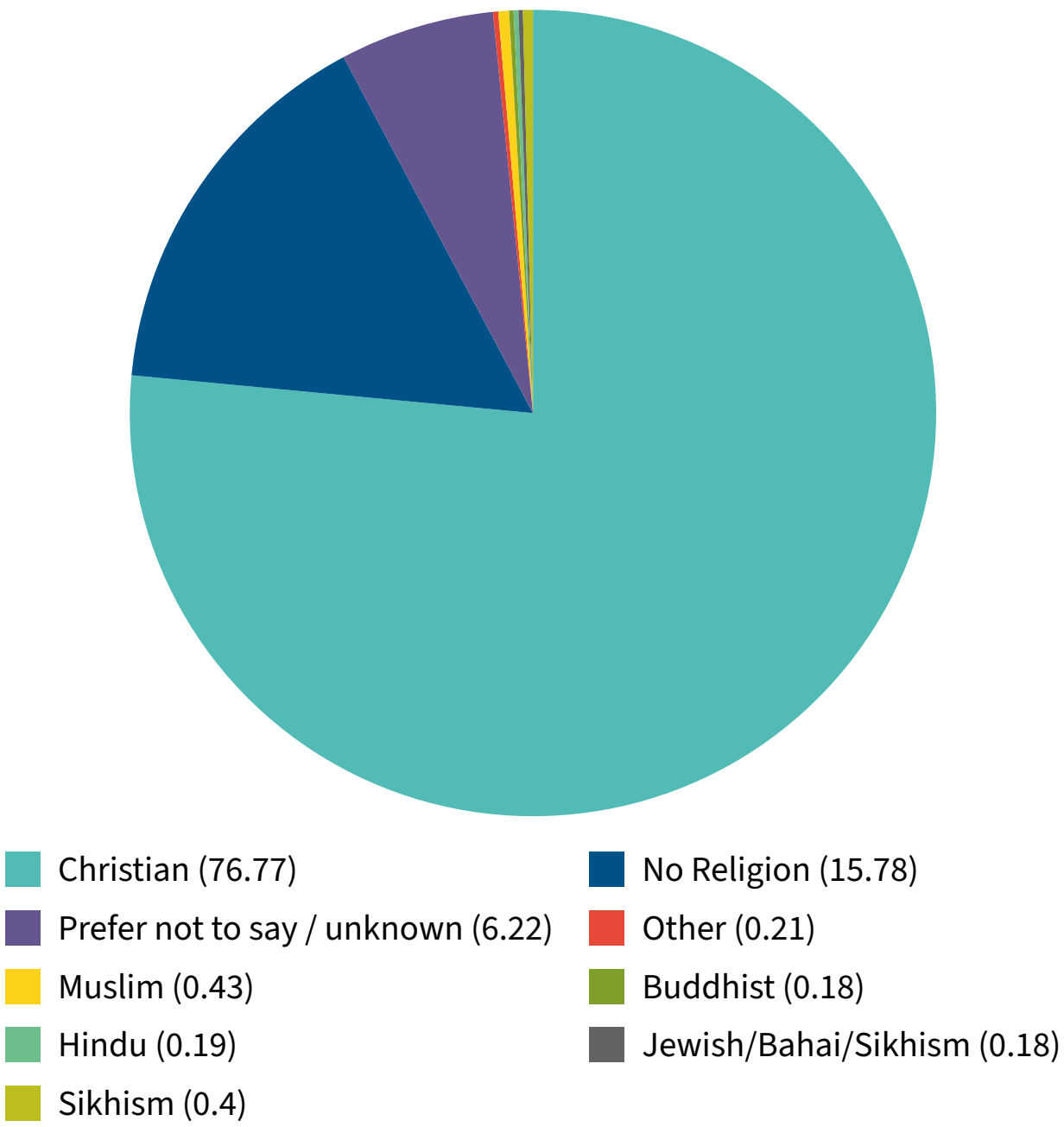
	Sefton Area		OVH Customer (All)	
	Number	Percentage	Number	Percentage
Female	142553	52.1%	8177	61.4%
Male	131237	47.9%	5103	38.3%
Prefer not to say / unknown	0	0%	33	0.2%

Sefton Area



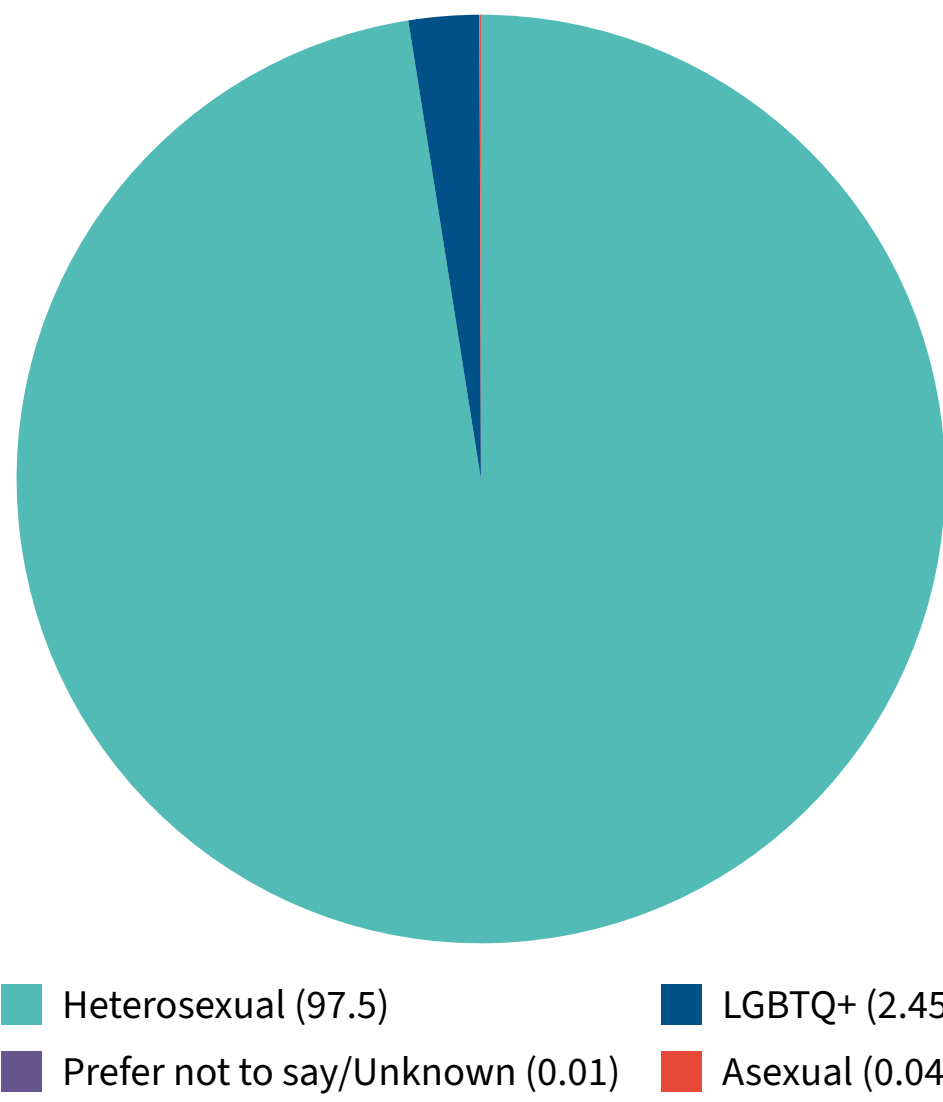
Religion

	Sefton Area		OVH Customer (All)	
	Number	Percentage	Number	Percentage
Christian	210184	76.77%	7232	54.3%
No Religion	43196	15.78%	3558	26.7%
Prefer not to say/unknown	17033	6.22%	2023	15.2%
Other	568	0.21%	215	1.6%
Muslim	1189	0.43%	185	1.4%
Buddhist	504	0.18%	33	0.2%
Agnostic	0	0%	20	0.2%
Athiest	0	0%	19	0.1%
Hindu	525	0.19%	17	0.1%
Jewish	486	0.18%	5	0%
Bahai	0	0%	3	0%
Sikhism	105	0.4%	3	0%



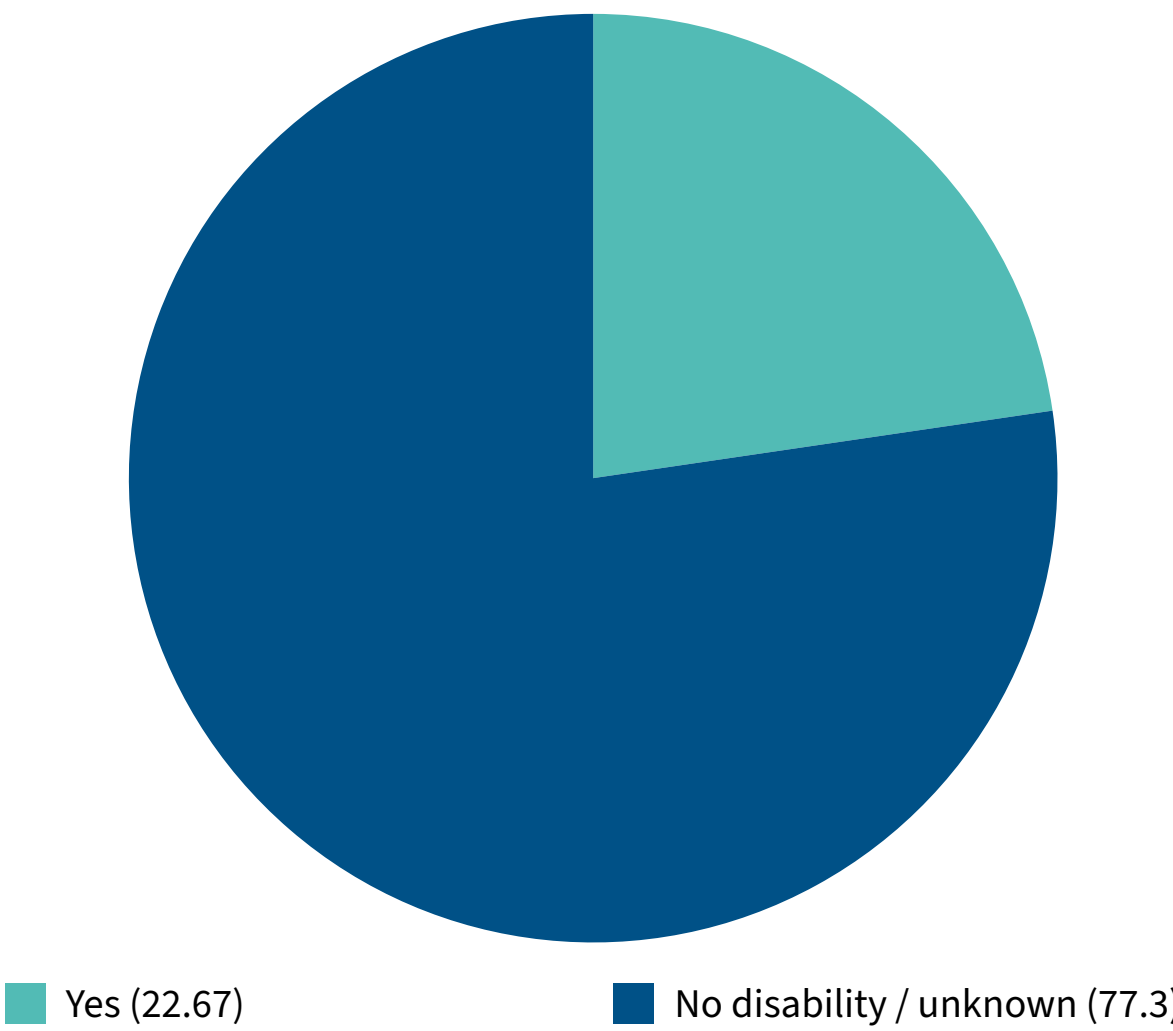
Sexual Orientation

	Sefton Area		OVH Customer (All)	
	Number	Percentage	Number	Percentage
Heterosexual	266945	97.50%	11073	83.2%
LGBTQ+	6708	2.45%	239	1.8%
Prefer not to say / unknown	27	0.01%	1990	14.9%
Asexual	110	0.04%	11	0.1%



Disability

	Sefton Area		OVH Customer (All)	
	Number	Percentage	Number	Percentage
Yes	62061	22.67%	4499	33.8%
No disability / unknown	211729	77.3%	8814	66.2%



04

OVH & Sovini Group Staff

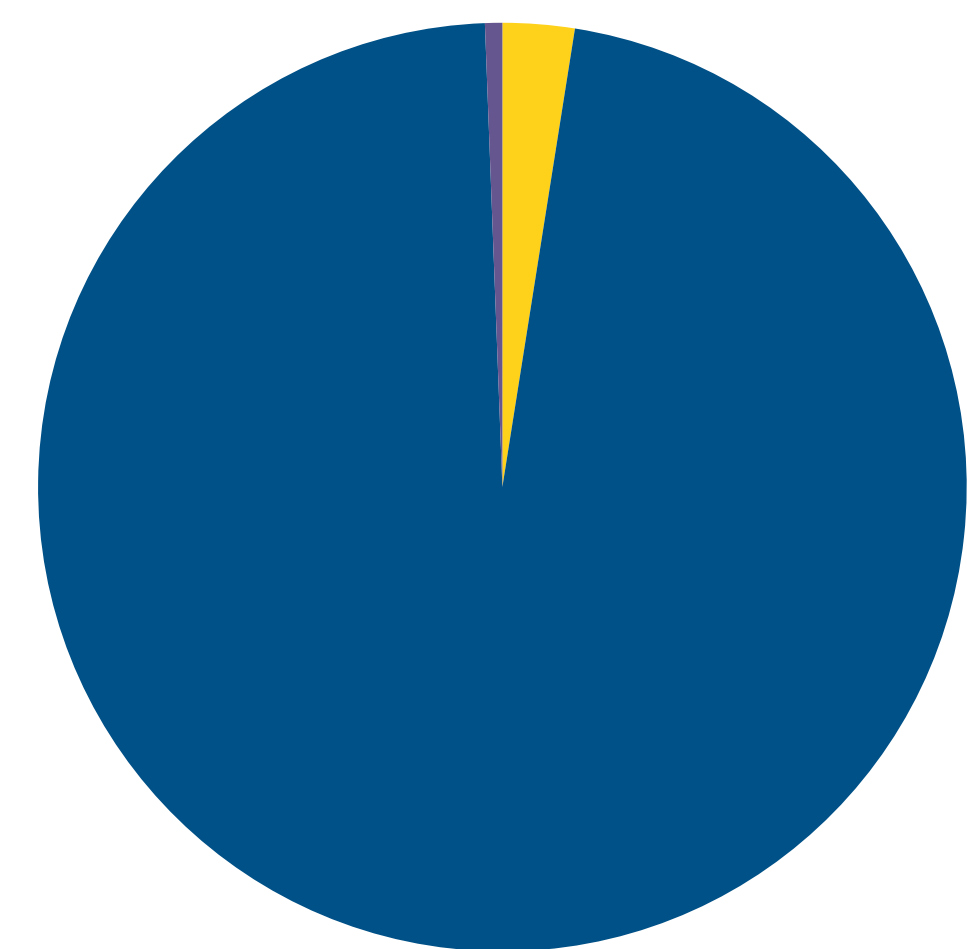
Our staff profile data broken down

This information helps us understand the make-up of our workforce and supports our commitment to equality and diversity as an organisation. A diverse team strengthens us and helps us serve our customers better.

Ethnicity

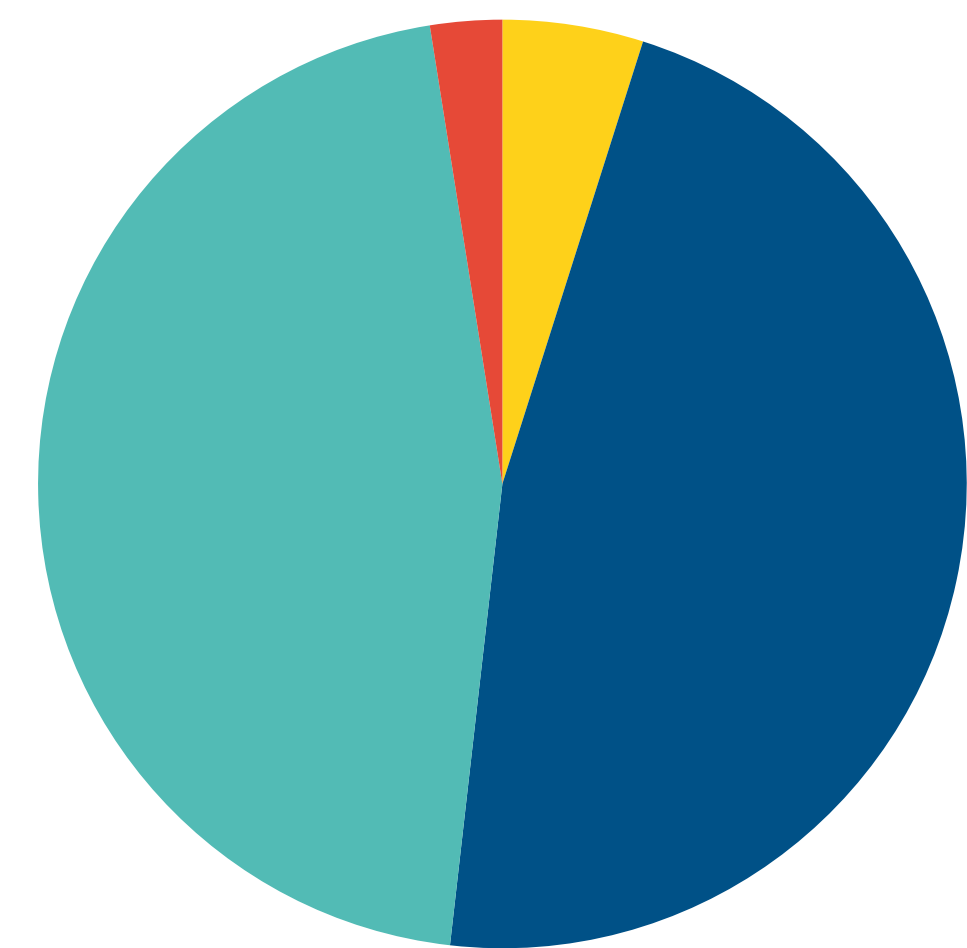
	OVH Staff		Sovini Group Staff	
	Number	Percentage	Number	Percentage
BAME	4	2.5%	32	4.1%
Non-BAME	157	96.9%	710	91.7%
Prefer not to say/unknown	1	0.6%	32	4.1%

OVH Staff



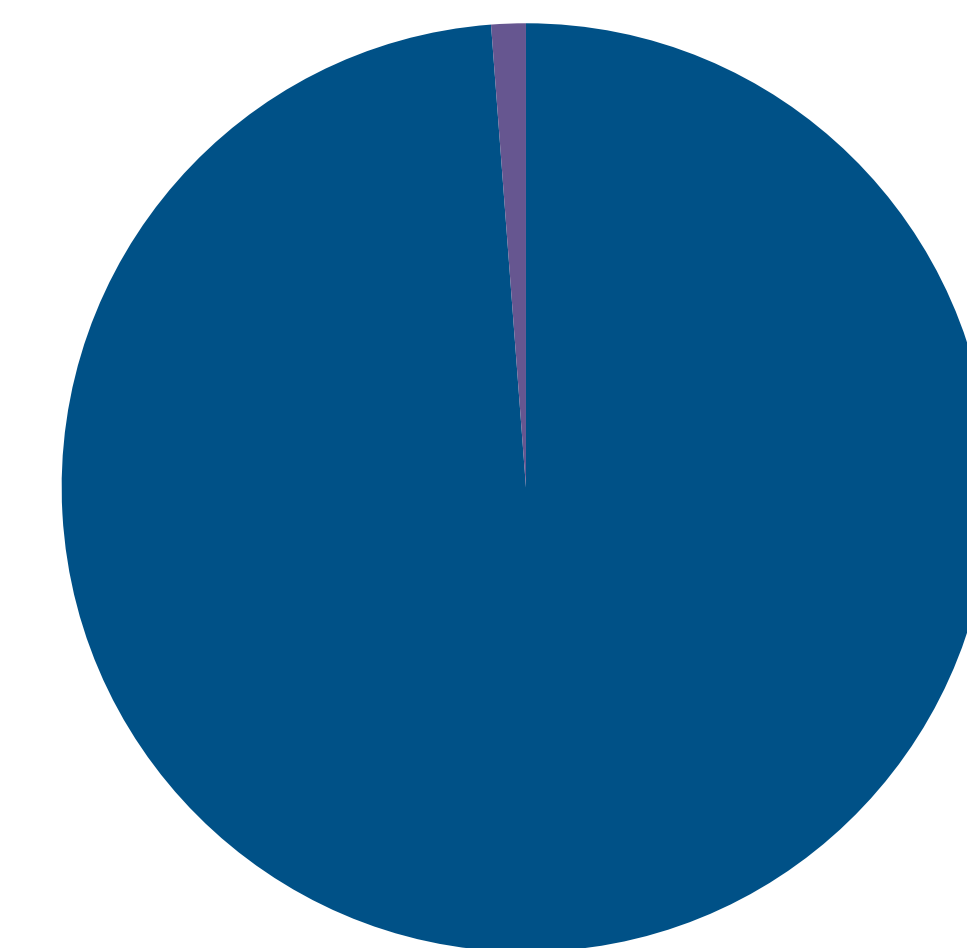
Age

	OVH Staff		Sovini Group Staff	
	Number	Percentage	Number	Percentage
16 - 24	8	4.9%	83	10.7%
25 - 44	76	46.9%	373	48.2%
45 - 64	74	45.7%	292	37.7%
65+	4	2.5%	26	3.4%



Transgender

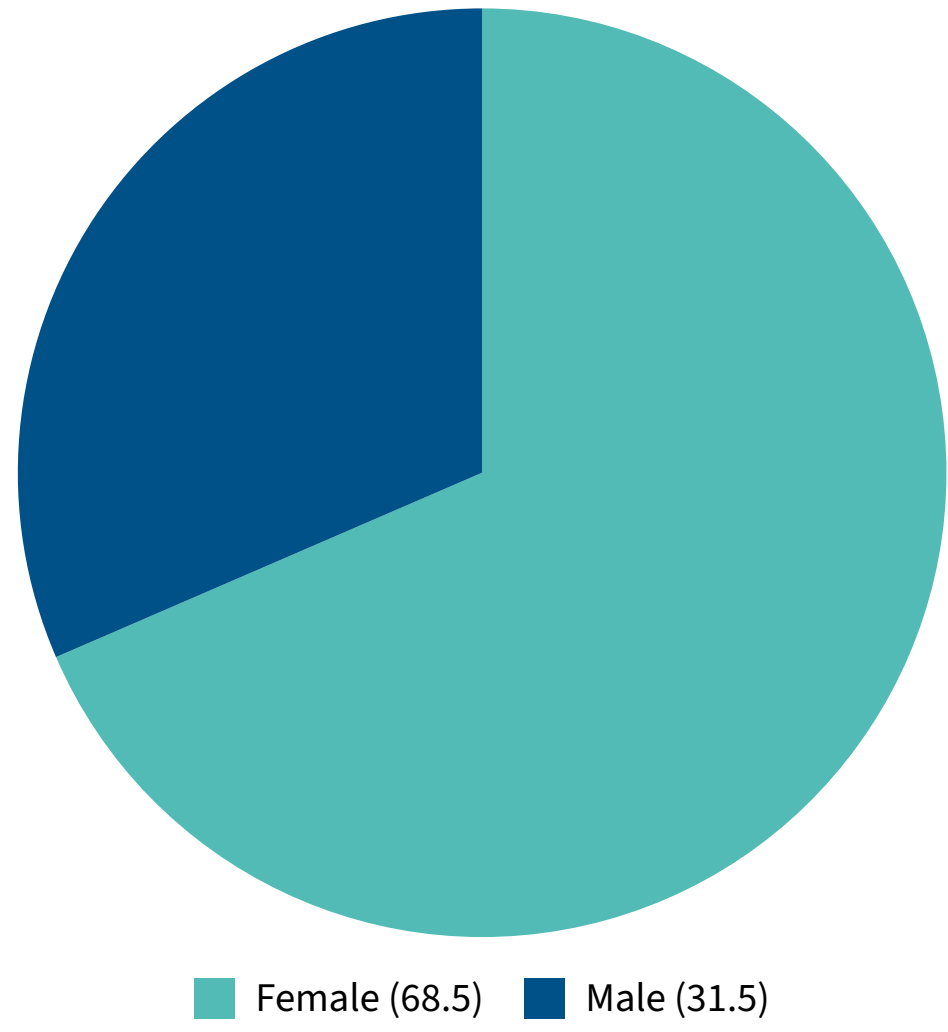
	OVH Staff		Sovini Group Staff	
	Number	Percentage	Number	Percentage
Yes	0	0%	0	0.0%
No	160	98.8%	718	92.8%
Prefer not to say/unknown	2	1.2%	56	7.2%



Gender

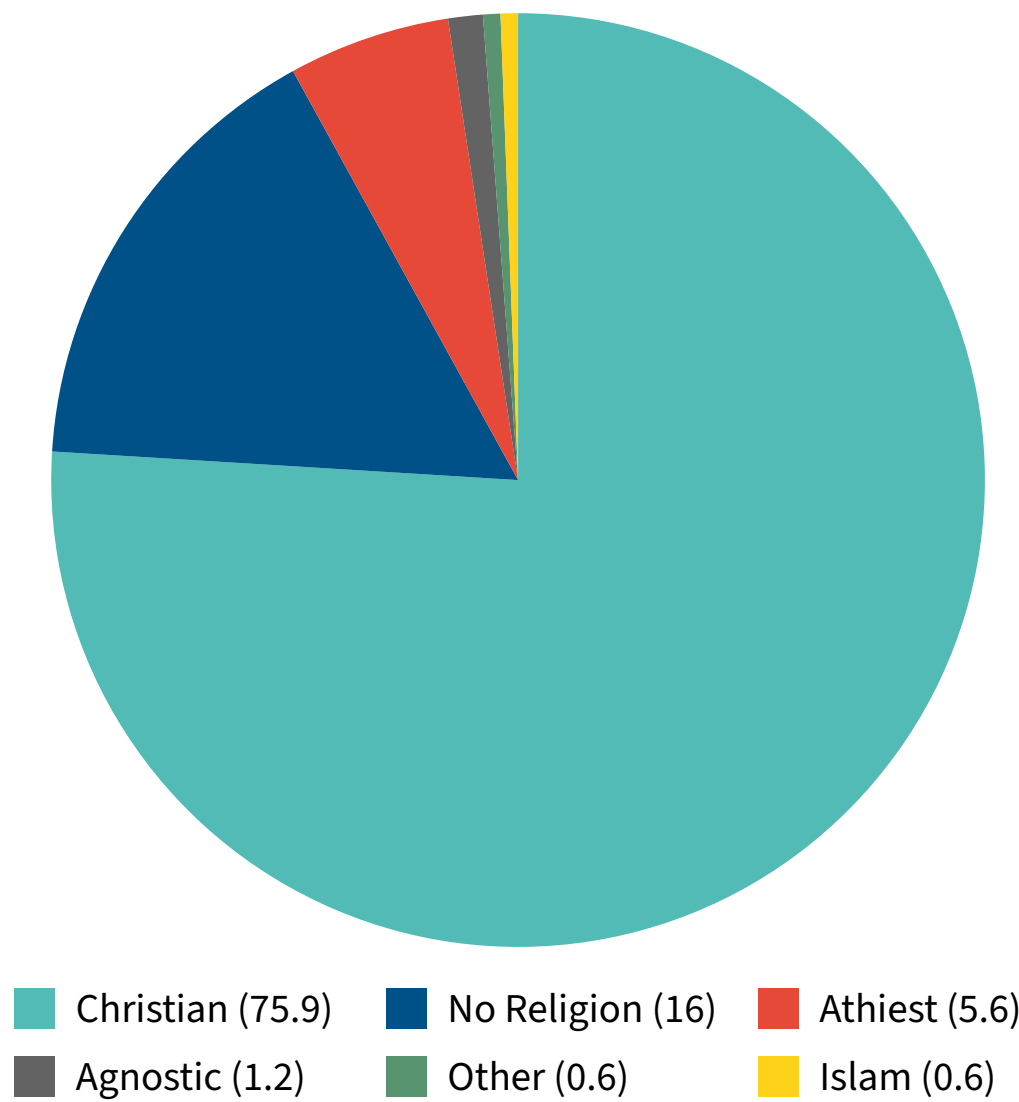
	OVH Staff		Sovini Group Staff	
	Number	Percentage	Number	Percentage
Female	111	68.5%	265	34.2%
Male	51	31.5%	509	65.8%
Prefer not to say / unknown	0	0%	0	0%

OVH Staff



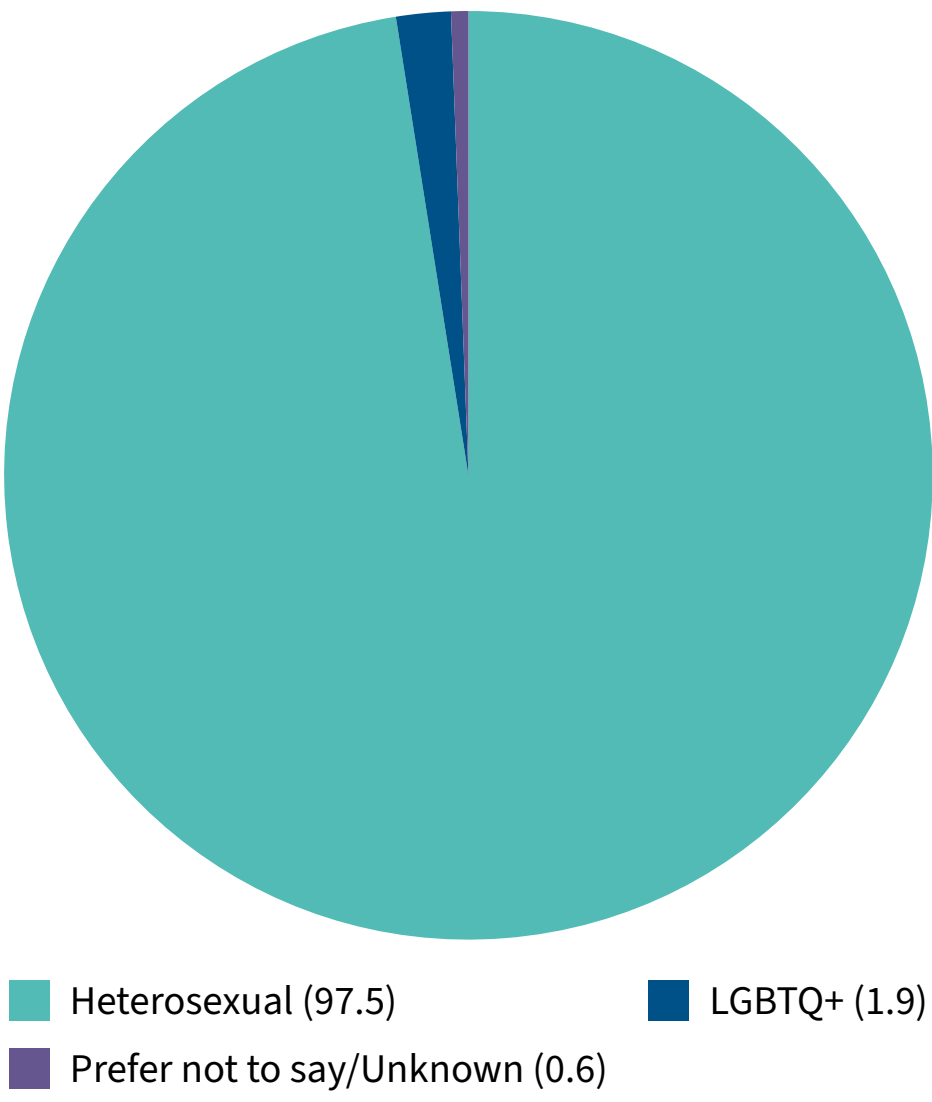
Religion

	OVH Staff		Sovini Group Staff	
	Number	Percentage	Number	Percentage
Christian	123	75.9%	508	65.6%
No Religion	26	16.0%	125	16.1%
Athiest	9	5.6%	63	8.1%
Agnostic	2	1.2%	15	1.9%
Other	1	0.6%	4	0.5%
Prefer not to say/unknown	0	0%	54	7%
Confucianism	0	0%	1	0.1%
Islam - Sunni	1	0.6%	3	0.4%
Buddhist - Mahayana	0	0%	1	0.1%



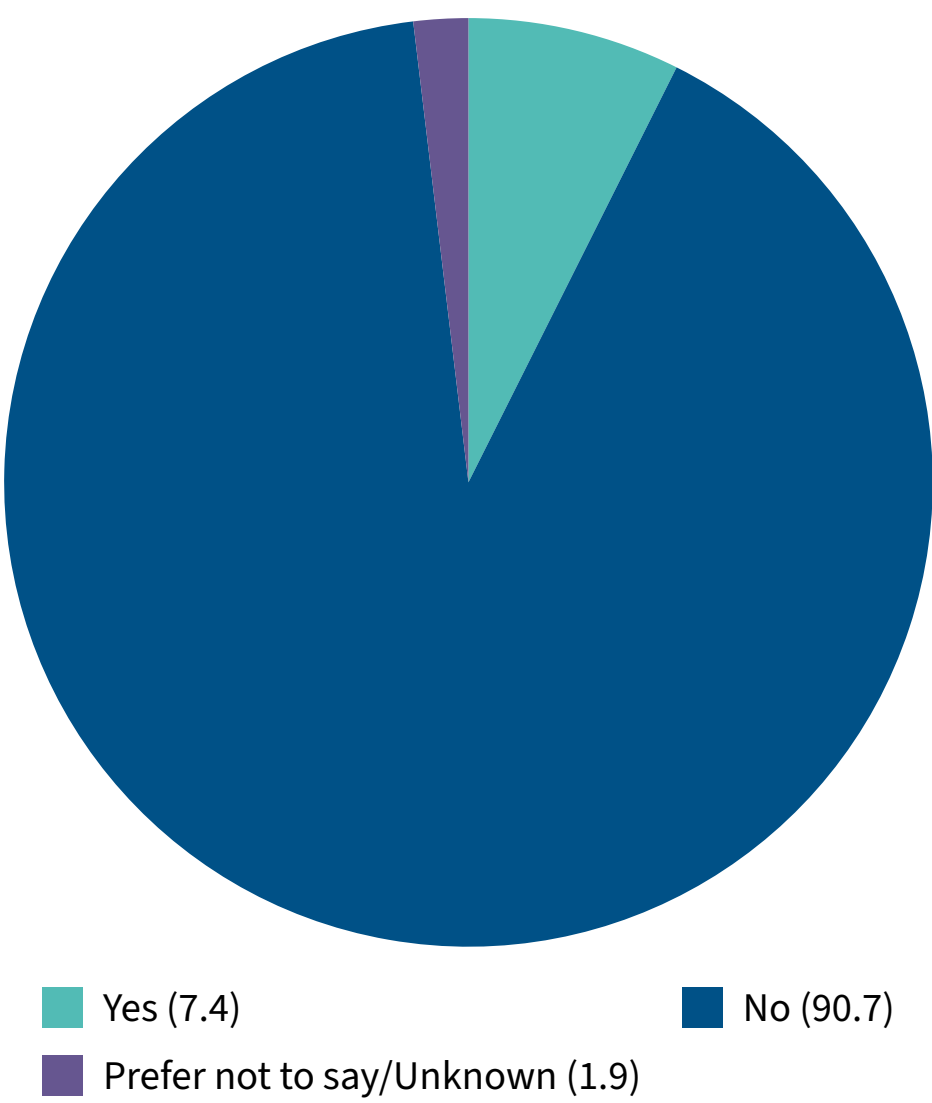
Sexual Orientation

	OVH Staff		Sovini Group Staff	
	Number	Percentage	Number	Percentage
Heterosexual	158	97.5%	705	91.1%
LGBTQ+	3	1.9%	19	2.5%
Prefer not to say / unknown	1	0.6%	46	5.9%
Asexual	0	0%	4	0.5%



Disability

	OVH Staff		Sovini Group Staff	
	Number	Percentage	Number	Percentage
Yes	12	7.4%	44	5.7%
No	147	90.7%	680	87.9%
Prefer not to say / unknown	3	1.9%	50	6.5%



05

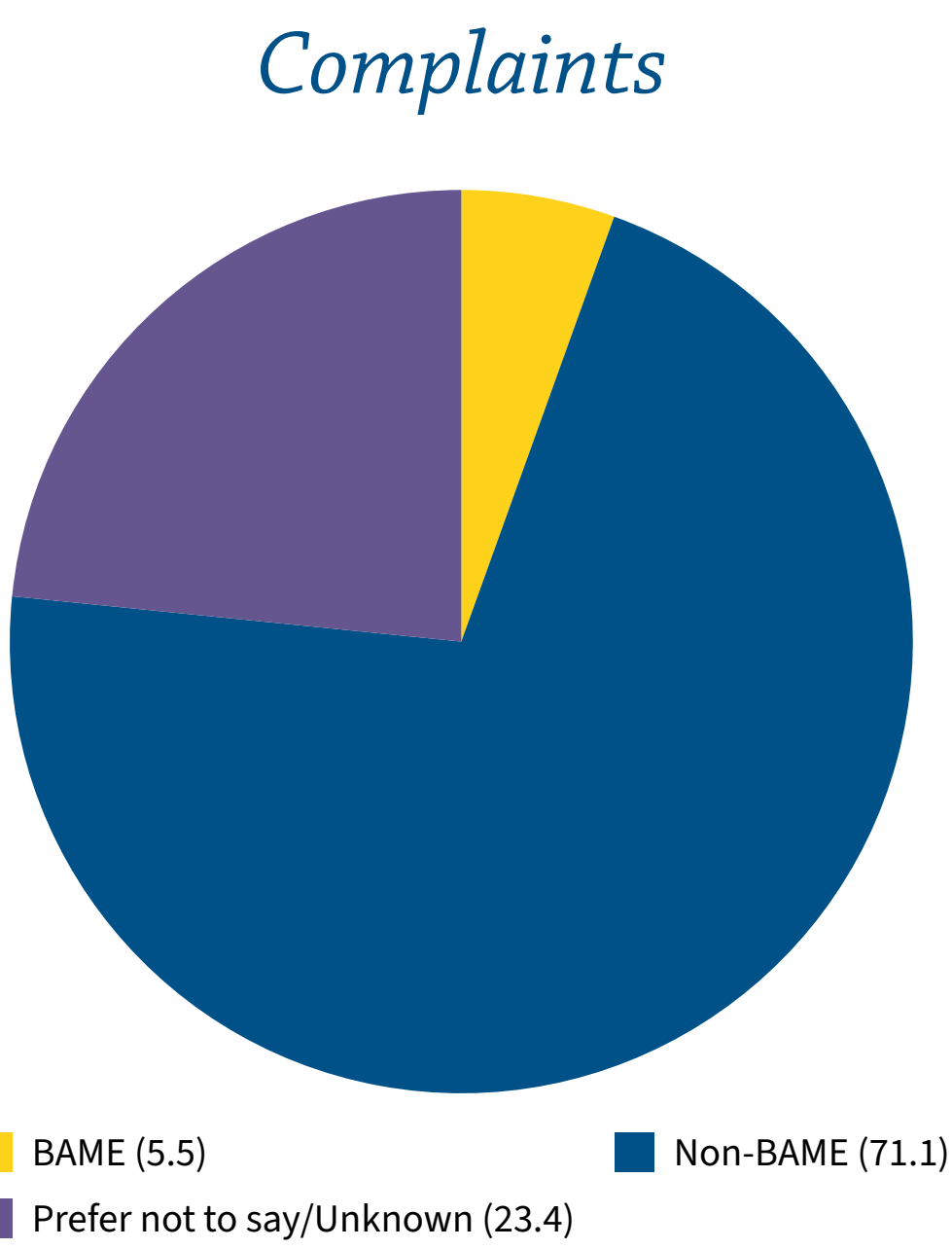
Complaints

Customer profile breakdown for complaints

We analyse complaint data by demographic groups to identify trends, helping us understand if certain customers face different issues or need specific support, allowing us to improve our services for everyone.

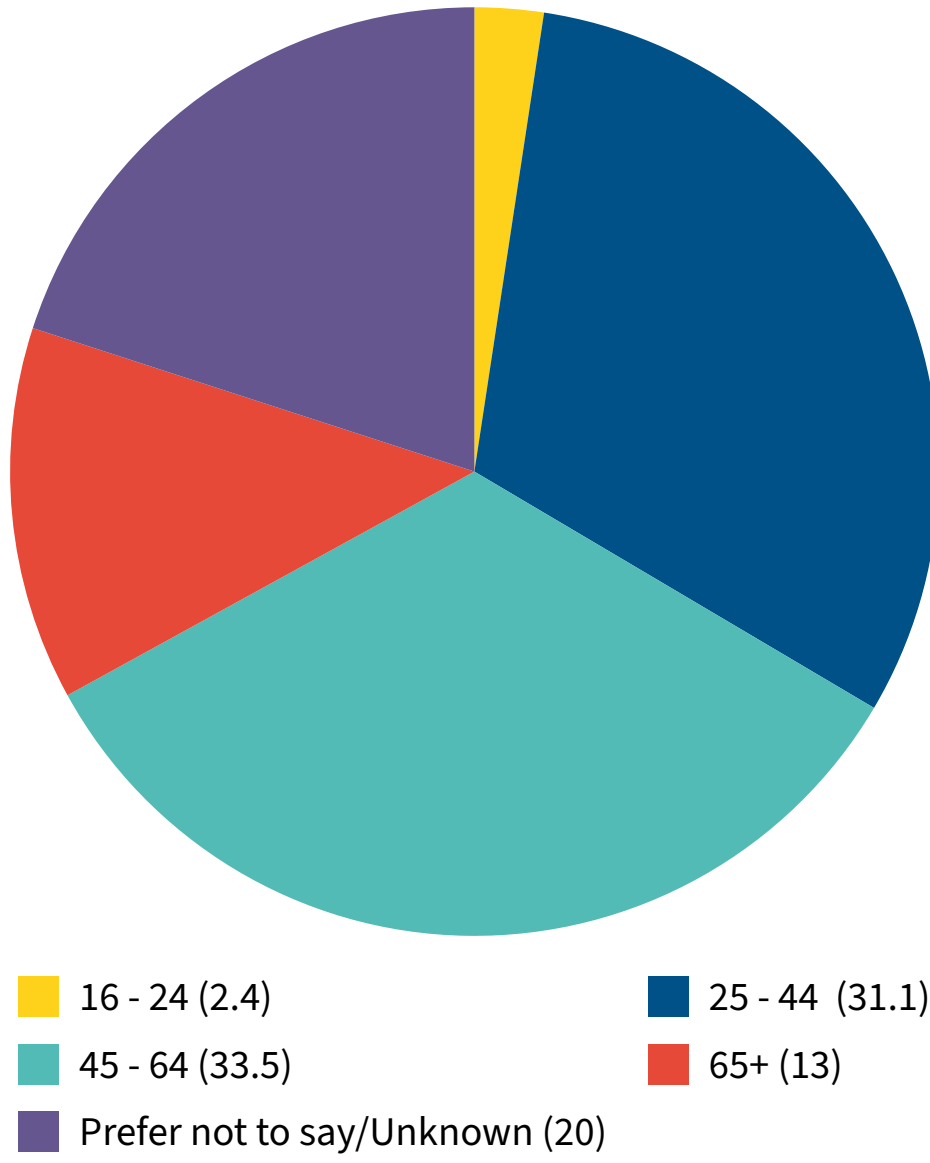
Ethnicity

	Complaints		OVH Customer (All)	
	Number	Percentage	Number	Percentage
BAME	39	5.5%	454	3.4%
Non-BAME	505	71.1%	10464	78.6%
Prefer not to say/unknown	166	23.4%	2395	18%



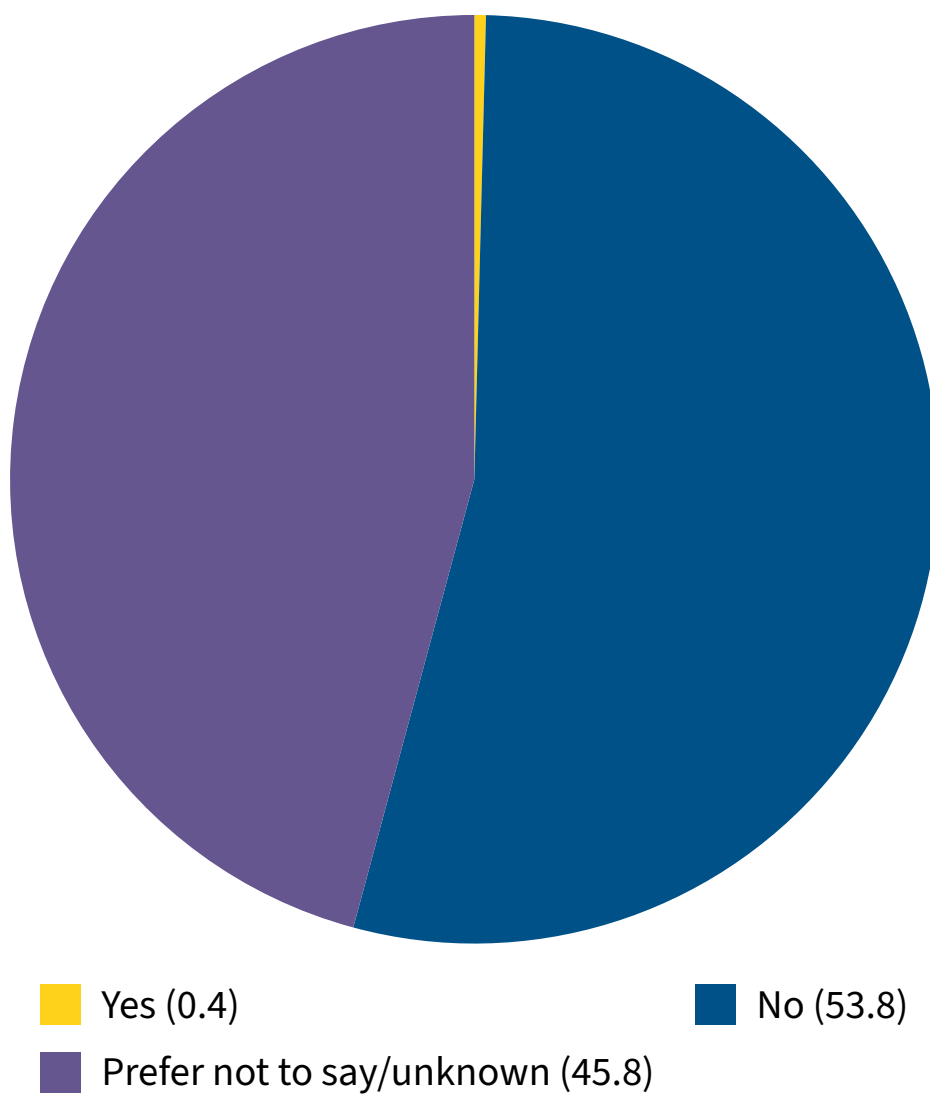
Age

	Complaints		OVH Customer (All)	
	Number	Percentage	Number	Percentage
16 - 24	17	2.4%	484	3.6%
25 - 44	221	31.1%	4292	32.2%
45 - 64	238	33.5%	5192	38.5%
65+	92	13%	3380	25.4%
Prefer not to say/unknown	142	20%	28	0.2%



Transgender

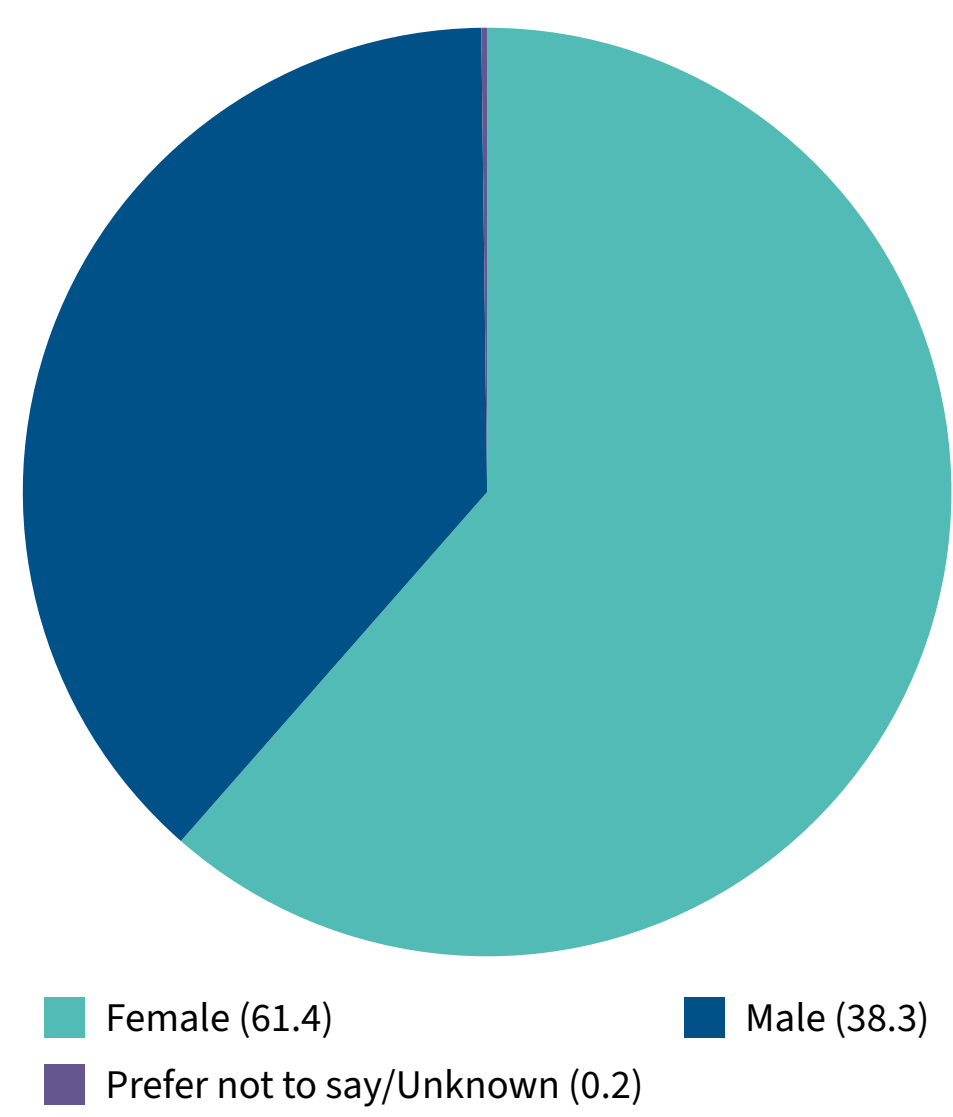
	Complaints		OVH Customer (All)	
	Number	Percentage	Number	Percentage
Yes	3	0.4%	37	0.3%
No	382	53.8%	7278	54.7%
Prefer not to say/unknown	325	45.8%	5998	45.1%



Gender

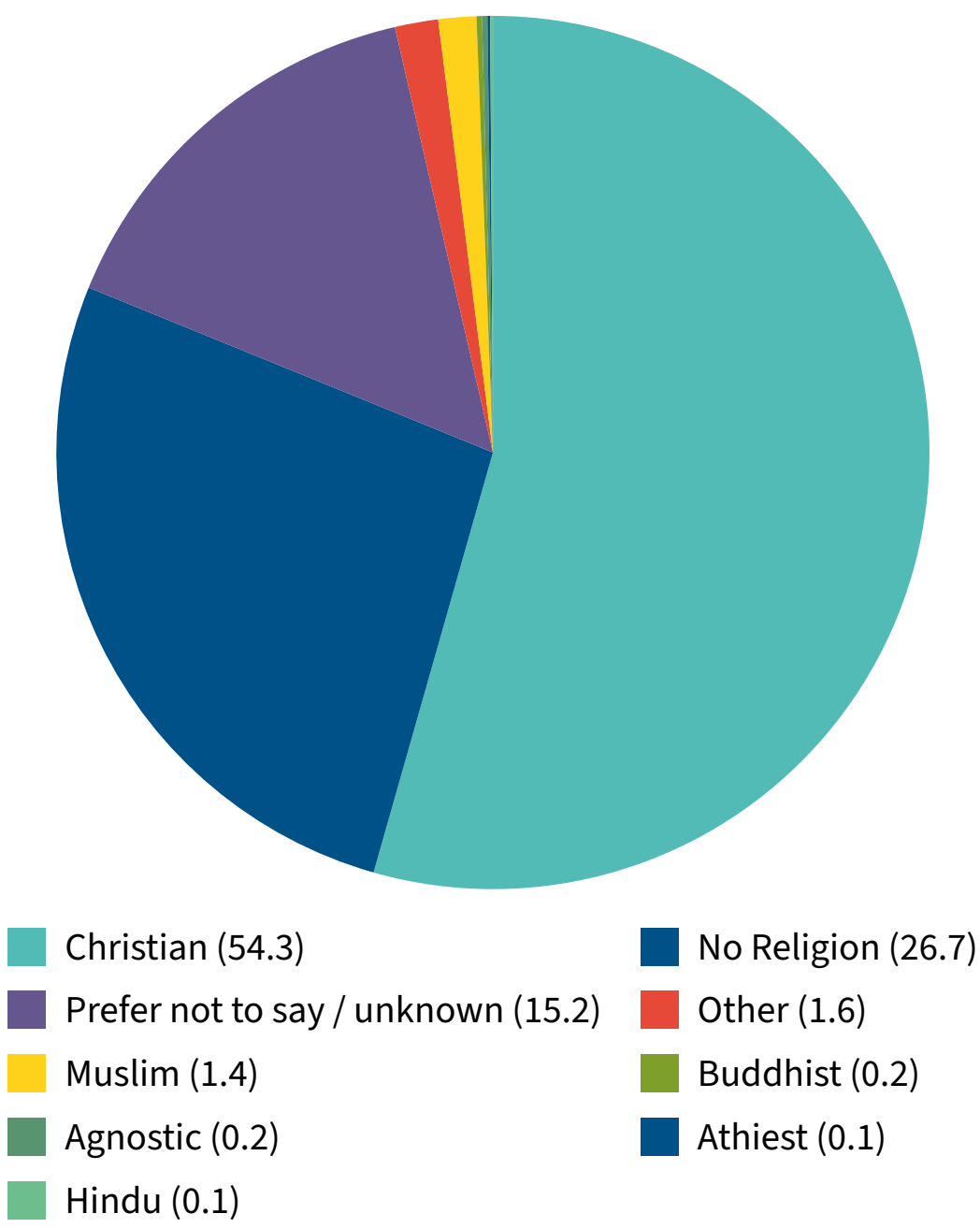
	Complaints		OVH Customer (All)	
	Number	Percentage	Number	Percentage
Female	372	52.4%	8177	61.4%
Male	195	27.5%	5103	38.3%
Prefer not to say / unknown	143	20.1%	33	0.2%

OVH Customer (All)



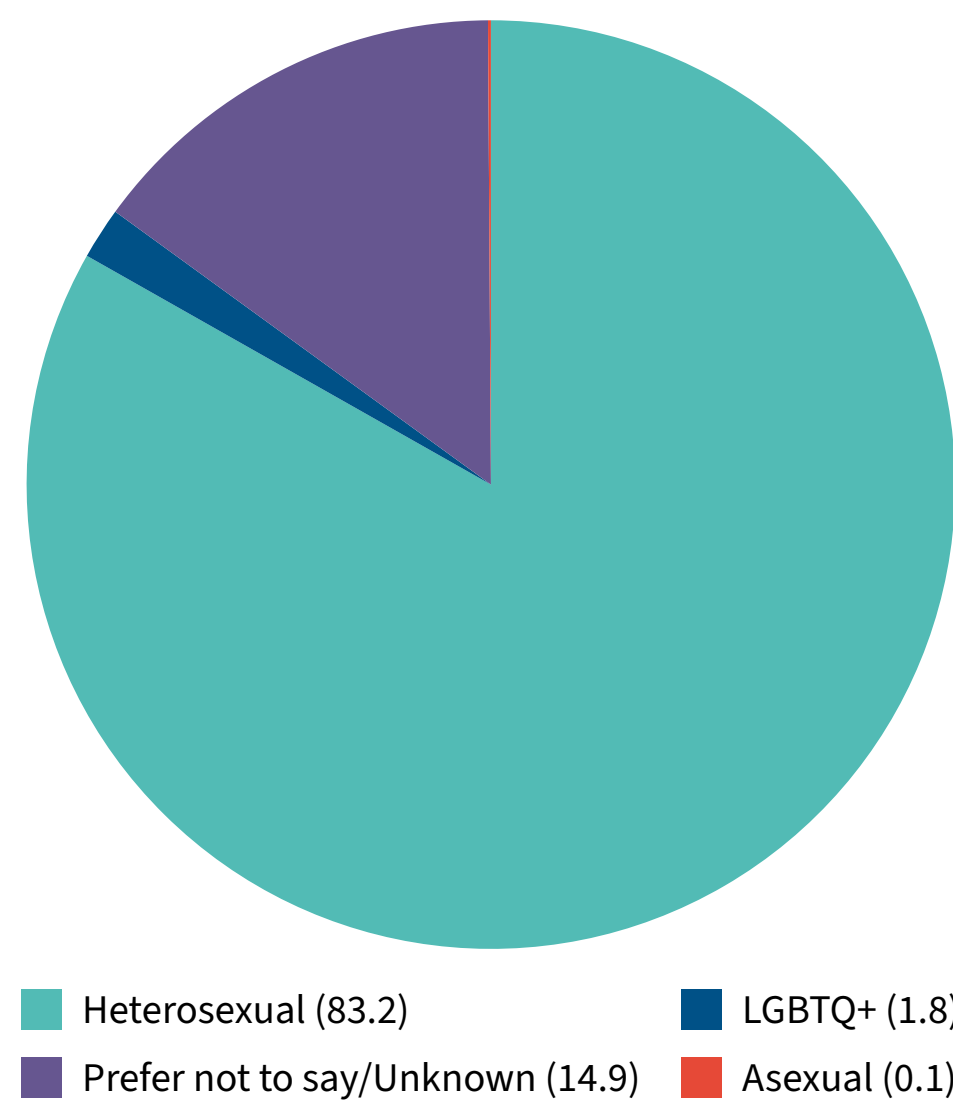
Religion

	Complaints		OVH Customer (All)	
	Number	Percentage	Number	Percentage
Christian	245	34.5%	7232	54.3%
No Religion	133	18.7	3558	26.7%
Prefer not to say/unknown	318	44.8%	2023	15.2%
Other	7	1%	215	1.6%
Muslim	4	0.6%	185	1.4%
Buddhist	1	0.1%	33	0.2%
Agnostic	0	0%	20	0.2%
Athiest	2	0.3%	19	0.1%
Hindu	0	0%	17	0.1%
Jewish	0	0%	5	0%
Bahai	0	0%	3	0%
Sikhism	0	0%	3	0%



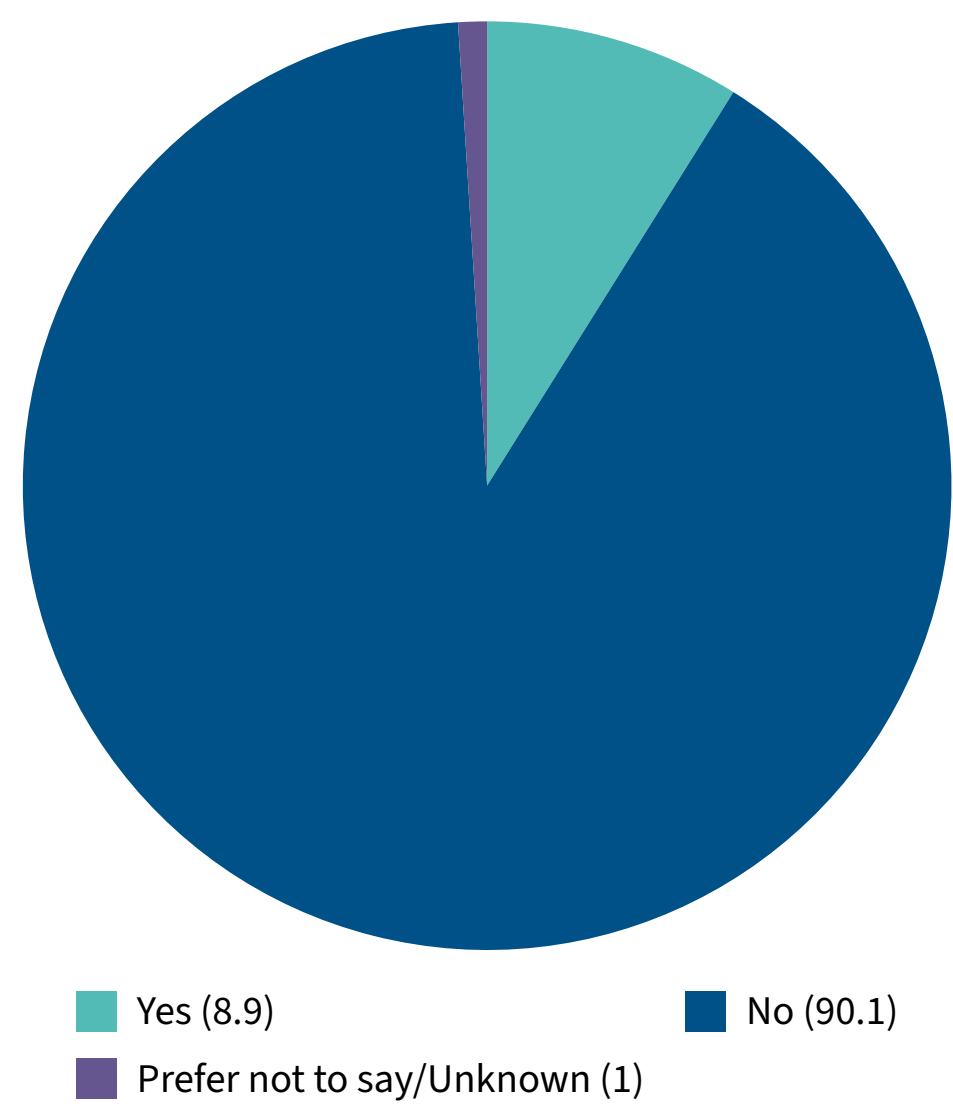
Sexual Orientation

	Complaints		OVH Customer (All)	
	Number	Percentage	Number	Percentage
Heterosexual	484	68.2%	11073	83.2%
LGBTQ+	10	1.4%	239	1.8%
Prefer not to say / unknown	216	30.4%	1990	14.9%
Asexual	0	0%	11	0.1%



Disability

	Complaints		OVH Customer (All)	
	Number	Percentage	Number	Percentage
Yes	225	31.5%	4499	33.8%
No disability / unknown	486	68.5%	8814	66.2%



06

Survey Satisfaction

Satisfaction with our service areas broken down by demographic

We analyse demographic breakdown data alongside our survey satisfaction results, to gain crucial insights into how different customer groups experience our services. This enables us to identify specific areas where satisfaction may vary across demographics and tailor our approach to meet the unique needs of our customers.

1 / 1

Sexual Orientation

	Aids & Adaptations		ASB		Cleaning Services		Complaint Feedback		Customer Service Centre		Day to Day Repair		Gas Repair		Gas Servicing		Grounds Maintenance		Home Improvement		New Tenant	
Heterosexual	97.6%	205 / 210	92.9%	79 / 85	78.5%	292 / 372	77.0%	127 / 165	98.5%	388 / 394	87.8%	618 / 704	93.6%	367 / 392	97.6%	448 / 459	84.4%	304 / 360	94.8%	255 / 269	93.9%	231 / 246
LGBTQ+	75.0%	3 / 4	100.0%	2 / 2	62.5%	5 / 8	83.3%	5 / 6	100.0%	9 / 9	87.5%	14 / 16	100.0%	13 / 13	-	0 / 0	85.7%	6 / 7	66.7%	2 / 3	87.5%	7 / 8
Prefer not to say / Unknown	97.7%	43 / 44	93.8%	30 / 32	72.1%	75 / 104	81.6%	62 / 76	97.4%	76 / 78	90.7%	117 / 129	95.8%	/ 72	97.6%	80 / 82	86.9%	93 / 107	93.5%	58 / 62	93.3%	28 / 30
Overall Satisfaction (All Strands)	97.3%	251 / 258	93.3%	111 / 119	76.9%	372 / 484	78.5%	194 / 247	98.3%	473 / 481	88.2%	749 / 849	94.1%	477	97.6%	528 / 541	85.0%	403 / 474	94.3%	315 / 334	93.7%	266 / 284

Transgender

	Aids & Adaptations		ASB		Cleaning Services		Complaint Feedback		Customer Service Centre		Day to Day Repair		Gas Repair		Gas Servicing		Grounds Maintenance		Home Improvement		New Tenant	
Yes	100.0%	1 / 1	100.0%	1 / 1	50.0%	1 / 2	-	0 / 0	100.0%	1 / 1	100.0%	3 / 3	-	0 / 0	100.0%	1 / 1	100.0%	1 / 1	100.0%	1 / 1	100.0%	1 / 1
No	98.2%	107 / 109	95.8%	69 / 72	77.3%	204 / 264	76.5%	91 / 119	99.0%	199 / 201	86.5%	359 / 415	93.5%	230 / 246	97.7%	250 / 256	83.5%	243 / 291	93.5%	143 / 153	93.6%	247 / 264
Prefer not to say / Unknown	96.6%	143 / 148	89.1%	41 / 46	76.6%	167 / 218	80.5%	103 / 128	97.8%	273 / 279	89.8%	387 / 431	94.8%	219 / 231	97.5%	277 / 284	87.4%	159 / 182	95.0%	171 / 180	94.7%	18 / 19
Overall Satisfaction (All Strands)	97.3%	251 / 258	93.3%	111 / 119	76.9%	372 / 484	78.5%	194 / 247	98.3%	473 / 481	88.2%	749 / 849	94.1%	449 / 477	97.6%	528 / 541	85.0%	403 / 474	94.3%	315 / 334	93.7%	266 / 284

Disability

	Aids & Adaptations		ASB		Cleaning Services		Complaint Feedback		Customer Service Centre		Day to Day Repair		Gas Repair		Gas Servicing		Grounds Maintenance		Home Improvement		New Tenant	
Disability	97.7%	126 / 129	90.6%	29 / 32	81.9%	136 / 166	75.0%	54 / 72	98.8%	159 / 161	87.4%	256 / 293	93.8%	165 / 176	97.3%	180 / 185	85.9%	134 / 156	94.0%	94 / 100	96.3%	103 / 107
No disability	97.4%	113 / 116	95.2%	60 / 63	74.9%	200 / 267	78.5%	95 / 121	98.6%	280 / 284	88.3%	462 / 523	94.3%	267 / 283	97.9%	322 / 329	84.3%	226 / 268	94.8%	202 / 213	92.1%	151 / 164
Prefer not to say / Unknown	92.3%	12 / 13	91.7%	22 / 24	70.6%	36 / 51	83.3%	45 / 54	94.4%	34 / 36	93.9%	31 / 33	94.4%	17 / 18	96.3%	26 / 27	86.0%	43 / 50	90.5%	19 / 21	92.3%	12 / 13
Overall Satisfaction (All Strands)	97.3%	251 / 258	93.3%	111 / 119	76.9%	372 / 484	78.5%	194 / 247	98.3%	473 / 481	88.2%	749 / 849	94.1%	449 / 477	97.6%	528 / 541	85.0%	403 / 474	94.3%	315 / 334	93.7%	266 / 284

Ethnicity

	Aids & Adaptations		ASB		Cleaning Services		Complaint Feedback		Customer Service Centre		Day to Day Repair		Gas Repair		Gas Servicing		Grounds Maintenance		Home Improvement		New Tenant	
BAM	66.7%	2 / 3	80.0%	4 / 5	78.6%	11 / 14	100.0%	3 / 3	100.0%	11 / 11	80.0%	12 / 15	85.0%	17 / 20	100.0%	10 / 10	90.9%	10 / 11	100.0%	12 / 12	90.9%	20 / 22
Non-BAM	97.9%	228 / 233	94.4%	84 / 89	76.9%	319 / 415	77.6%	142 / 183	98.6%	414 / 420	87.8%	683 / 778	94.4%	405 / 429	98.0%	481 / 491	85.4%	344 / 403	94.5%	273 / 289	93.8%	227 / 242
Prefer not to say / Unknown	95.5%	21 / 22	92.0%	23 / 25	76.4%	42 / 55	80.3%	49 / 61	96.0%	48 / 50	96.4%	54 / 56	96.4%	27 / 28	92.5%	37 / 40	81.7%	49 / 60	90.9%	30 / 33	95.0%	19 / 20
Overall Satisfaction (All Strands)	97.3%	251 / 258	93.3%	111 / 119	76.9%	372 / 484	78.5%	194 / 247	98.3%	473 / 481	88.2%	749 / 849	94.1%	449 / 477	97.6%	528 / 541	85.0%	403 / 474	94.3%	315 / 334	93.7%	266 / 284

Age

	Aids & Adaptations		ASB		Cleaning Services		Complaint Feedback		Customer Service Centre		Day to Day Repair		Gas Repair		Gas Servicing		Grounds Maintenance		Home Improvement		New Tenant	
16- 24	100.0%	1 / 1	100.0%	7 / 7	68.2%	15 / 22	100.0%	5 / 5	100.0%	14 / 14	88.2%	15 / 17	100.0%	15 / 15	100.0%	8 / 8	76.2%	16 / 21	100.0%	12 / 12	88.1%	37 / 42
25- 44	95.7%	22 / 23	97.4%	37 / 38	71.9%	82 / 114	76.5%	65 / 85	99.2%	119 / 120	86.9%	192 / 221	90.3%	102 / 113	94.8%	92 / 97	82.1%	92 / 112	92.1%	82 / 89	95.3%	102 / 107
45- 64	96.7%	89 / 92	92.1%	35 / 38	72.7%	104 / 143	79.5%	62 / 78	97.5%	157 / 161	86.5%	289 / 334	92.9%	143 / 154	96.6%	197 / 204	83.9%	104 / 124	94.9%	129 / 136	96.6%	86 / 89
65+	98.4%	127 / 129	83.3%	10 / 12	86.4%	140 / 162	69.0%	20 / 29	99.4%	153 / 154	90.9%	229 / 252	96.7%	176 / 182	99.5%	211 / 212	89.1%	156 / 175	96.3%	79 / 82	88.2%	30 / 34
Prefer not to say / Unknown	92.3%	12 / 13	91.7%	22 / 24	72.1%	31 / 43	84.0%	42 / 50	93.8%	30 / 32	96.0%	24 / 25	100.0%	13 / 13	100.0%	20 / 20	83.3%	35 / 42	86.7%	13 / 15	91.7%	11 / 12
Overall Satisfaction (All Strands)	97.3%	251 / 258	93.3%	111 / 119	76.9%	372 / 484	78.5%	194 / 247	98.3%	473 / 481	88.2%	749 / 849	94.1%	449 / 477	97.6%	528 / 541	85.0%	403 / 474	94.3%	315 / 334	93.7%	266 / 284

Gender

	Aids & Adaptations		ASB		Cleaning Services		Complaint Feedback		Customer Service Centre		Day to Day Repair		Gas Repair		Gas Servicing		Grounds Maintenance		Home Improvement		New Tenant	
Female	98.7%	151 / 153	97.1%	68 / 70	74.1%	169 / 228	79.5%	116 / 146	98.6%	364 / 369	88.0%	513 / 583	95.2%	295 / 310	96.8%	336 / 347	84.6%	187 / 221	93.0%	187 / 201	91.2%	134 / 147
Male	95.7%	88 / 92	84.0%	21 / 25	80.8%	172 / 213	70.6%	36 / 51	98.8%	79 / 80	88.0%	212 / 241	91.5%	140 / 153	98.8%	171 / 173	85.8%	181 / 211	97.5%	115 / 118	96.8%	121 / 125
Prefer not to say / Unknown	92.3%	12 / 13	91.7%	22 / 24	72.1%	31 / 43	84.0%	42 / 50	93.8%	30 / 32	96.0%	24 / 25	100.0%	14 / 14	100.0%	21 / 21	83.3%	35 / 42	86.7%	13 / 15	91.7%	11 / 12
Overall Satisfaction (All Strands)	97.3%	251 / 258	93.3%	111 / 119	76.9%	372 / 484	78.5%	194 / 247	98.3%	473 / 481	88.2%	749 / 849	94.1%	449 / 477	97.6%	528 / 541	85.0%	403 / 474	94.3%	315 / 334	93.7%	266 / 284

Religion

	Aids & Adaptations		ASB		Cleaning Services		Complaint Feedback		Customer Service Centre		Day to Day Repair		Gas Repair		Gas Servicing		Grounds Maintenance		Home Improvement		New Tenant	
Buddhist	-	0 / 0	100.0%	1 / 1	100.0%	1 / 1	-	0 / 0	-	0 / 0	-	0 / 0	100.0%	1 / 1	100.0%	1 / 1	-	0 / 0	100.0%	1 / 1	100.0%	1 / 1
Christian	96.7%	148 / 153	92.9%	52 / 56	78.6%	184 / 234	78.1%	82 / 105	98.5%	266 / 270	89.2%	420 / 471	93.5%	230 / 246	97.8%	307 / 314	86.9%	199 / 229	92.6%	151 / 163	95.7%	44 / 46
Muslim	-	0 / 0	0.0%	0 / 1	50.0%	1 / 2	100.0%	1 / 1	100.0%	2 / 2	100.0%	2 / 2	100.0%	1 / 1	100.0%	2 / 2	75.0%	3 / 4	100.0%	3 / 3	-	0 / 0
Other	100.0%	11 / 11	-	0 / 0	81.8%	9 / 11	80.0%	4 / 5	100.0%	17 / 17	78.9%	15 / 19	92.3%	12 / 13	100.0%	10 / 10	45.5%	5 / 11	100.0%	2 / 2	100.0%	1 / 1
No Religion	98.3%	59 / 60	93.3%	28 / 30	77.2%	88 / 114	83.1%	64 / 77	97.0%	97 / 100	86.6%	168 / 194	96.5%	109 / 113	96.0%	97 / 101	86.6%	97 / 112	94.0%	79 / 84	92.9%	197 / 212
Prefer not to say / Unknown	97.1%	33 / 34	96.8%	30 / 31	73.0%	89 / 122	72.9%	43 / 59	98.9%	91 / 92	88.9%	144 / 162	93.2%	96 / 103	98.2%	111 / 113	83.9%	99 / 118	97.5%	79 / 81	95.8%	23 / 24
Overall Satisfaction (All Strands)	97.3%	251 / 258	93.3%	111 / 119	76.9%	372 / 484	78.5%	194 / 247	98.3%	473 / 481	88.2%	749 / 849	94.1%	449 / 477	97.6%	528 / 541	85.0%	403 / 474	94.3%	315 / 334	93.7%	266 / 284