

Customer Satisfaction Results



Repairs & Maintenance

Aids & Adaptations Survey Response

Key:

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

	Sept-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	24/25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	25/26
How satisfied were you with the overall adaptations service?	100%	100%	100%	100%	96.8%	97.5%	93.1%	97.3%	95.8%	100%	100%	95.8%	95.2%	97.2%
Was your home left clean and tidy?	100%	100%	100%	100%	96.8%	100%	93.1%	98.5%	91.7%	100%	100%	100%	100%	98.2%
Was your adaptation completed as we arranged?	100%	100%	100%	100%	96.8%	95.0%	86.2%	95.7%	95.8%	100%	100%	95.8%	100%	98.2%
Did the staff who worked in your home show you their ID?	100%	100%	100%	85.7%	96.6%	91.4%	88.9%	94.9%	100%	100%	100%	100%	100%	100%
How satisfied were you with the level of contact provided?	93.8%	100%	100%	100%	95.2%	97.5%	96.6%	97.3%	100%	100%	100%	91.7%	90.5%	96.3%
How satisfied are you with the information and advice?	100%	100%	100%	100%	93.4%	90.0%	93.1%	95.7%	91.7%	100%	100%	91.7%	85.7%	93.5%
Number of surveys	16	9	17	15	63	40	29	258	24	16	23	24	21	108

Day to Day Repairs Survey Response

Key:

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

	Sept-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	24/25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	25/26
How satisfied were you with the overall repair?	90.6%	96.8%	91.5%	86.0%	86.3%	81.3%	83.8%	88.2%	91.4%	88.4%	91.4%	90.7%	91.5%	90.8%
Was the repair easy to report?	95.3%	95.2%	100%	95.7%	93.0%	90.1%	97.2%	95.3%	95.7%	91.4%	95.7%	90.9%	99.1%	94.6%
Did we attend when we said we would?	92.2%	100%	97.2%	96.5%	95.3%	96.2%	97.3%	96.8%	100%	97.1%	98.6%	97.1%	97.1%	97.8%
Was the repair completed right first time?	76.0%	89.5%	94.4%	75.9%	78.3%	82.6%	83.3%	85.2%	84.6%	72.2%	81.5%	70.0%	81.5%	76.8%
Was your home left clean and tidy?	98.4%	98.4%	95.8%	95.7%	90.8%	94.9%	84.7%	94.7%	98.6%	95.7%	98.6%	94.6%	99.1%	97.2%
How satisfied were you with the operative(s) who carried out the works?	98.4%	96.8%	94.4%	94.7%	90.9%	88.0%	86.5%	93.8%	95.7%	95.7%	97.1%	95.5%	98.1%	96.5%
Were the operative(s) easily identifiable?	100%	98.4%	98.5%	99.1%	95.8%	98.7%	98.6%	98.5%	98.5%	100%	100%	100%	98.1%	99.3%
Number of surveys	64	62	71	114	124	80	74	849	70	69	70	98	106	423

Gas Repairs Survey Response

Key:

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

	Sept-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	24/25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	25/26
How satisfied were you with the overall repair?	96.2%	95.9%	94.5%	95.5%	92.6%	88.6%	91.3%	94.1%	97.6%	92.6%	100%	90.0%	96.9%	95.5%
Was the repair easy to report?	96.2%	98.0%	98.3%	95.6%	96.1%	95.2%	88.9%	96.2%	97.6%	88.9%	98.0%	98.0%	100%	97.0%
Did we attend when we said we would?	100%	98.0%	96.6%	100%	92.5%	97.7%	95.5%	97.5%	95.0%	88.9%	100%	98.0%	100%	97.0%
Was the repair completed first time?	88.5%	75.5%	82.5%	76.4%	61.1%	72.7%	75.6%	78.5%	87.8%	63.0%	89.8%	63.3%	75.0%	76.8%
If not complete, did the Operative explain why?	100%	83.3%	88.9%	80.0%	90.0%	90.9%	90.9%	88.9%	80.0%	70.0%	80.0%	83.3%	100%	82.6%
Was your home left clean and tidy?	100%	98.0%	100%	100%	94.2%	97.7%	91.3%	98.1%	100%	96.3%	96.0%	98.0%	100%	98.0%
How satisfied were you with the operative(s) who carried out the works?	100%	98.0%	96.4%	100%	92.5%	97.8%	91.3%	97.1%	97.6%	92.6%	98.0%	98.0%	100%	97.5%
Were the operative(s) easily identifiable?	100%	100%	100%	100%	95.8%	100%	100%	99.6%	100%	96.3%	100%	100%	100%	99.5%
Number of surveys	26	49	55	89	54	44	46	477	41	25	50	50	32	200

Gas Servicing Survey Response

Key:

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

	Sept-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	24/25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	25/26
How satisfied were you with the overall service?	100%	98.0%	99.0%	95.3%	94.8%	100%	94.4%	97.6%	100%	97.4%	96.2%	98.4%	95.0%	97.7%
Do you consider the work to be completed?	100%	96.0%	100%	98.8%	95.7%	100%	88.6%	97.7%	97.6%	100%	98.1%	100%	100%	99.1%
If not, did the Operative explain why?	-	50.0%	-	0.0%	50.0%	-	-	50.0%	100%	-	0.0%	-	-	50.0%
Did we attend when we said we would?	81.8%	98.0%	96.9%	97.7%	97.9%	95.3%	97.2%	97.0%	95.1%	97.4%	96.2%	95.2%	95.0%	95.8%
Was your home left clean and tidy?	100%	98.0%	100%	98.8%	97.9%	100%	100%	99.3%	100%	100%	96.2%	100%	100%	99.1%
How satisfied were you with the operative(s) who carried out the works?	100%	98.0%	99.0%	95.3%	95.8%	100%	97.2%	98.0%	100%	100%	98.1%	100%	95.0%	99.1%
Were the operative(s) easily identifiable?	100%	100%	97.9%	98.8%	99.0%	100%	100%	99.3%	100%	100%	100%	100%	100%	100%
Number of surveys	11	50	98	85	97	64	36	542	41	39	53	63	20	211

Cleaning Services Survey Response

Key:

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

	Sept-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	24-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	25/26
How satisfied were you with the overall cleaning service?	71.4%	58.6%	86.5%	77.6%	75.7%	87.8%	77.8%	76.9%	57.5%	85.7%	75.0%	79.5%	79.5%	75.5%
Do the operatives attend regularly?	79.4%	88.5%	91.5%	90.7%	92.2%	94.4%	76.7%	89.2%	96.7%	91.4%	94.6%	89.7%	84.9%	91.5%
Were the operative(s) easily identifiable?	96.4%	96.2%	92.9%	100%	96.4%	100%	100%	95.4%	92.3%	96.9%	100%	92.9%	96.2%	96.0%
How satisfied were you with the operative(s) who carried out the works?	67.6%	58.6%	78.9%	81.6%	76.9%	85.4%	77.8%	77.3%	62.5%	90.5%	85.0%	74.4%	79.5%	78.5%
Number of surveys	35	29	52	49	103	41	36	484	40	42	40	39	39	

Grounds Maintenance Survey Response

Key:

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

	Sept-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	24-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	25/26
How satisfied were you with the overall Grounds Maintenance service?	76.5%	87.5%	83.3%	87.8%	86.6%	83.3%	97.1%	85.0%	81.1%	90.0%	84.6%	78.9%	85.7%	84.1%
Are the communal gardens maintained, and paths cleared of litter regularly?	-	-	-	-	-	-	100%	89.0%	95.0%	97.2%	94.3%	83.3%	95.8%	94.7%
Were the operative(s) easily identifiable?	100%	100%	100%	100%	98.0%	89.7%	74.3%	94.6%	95.2%	100%	100%	100%	100%	99.3%
How satisfied were you with the operative(s) who carried out the works?	82.4%	81.3%	85.0%	89.5%	89.2%	84.6%	100%	85.9%	85.3%	91.9%	89.2%	78.4%	89.7%	86.8%
Number of surveys	17	16	42	41	194	42	35	474	37	40	39	38	35	189

Home Improvement Survey Response

Key:

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

	Apr-24	Sept-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	24-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	25/26
How satisfied were you with the overall quality of the improvement work?	100%	66.7%	90.9%	100%	100%	97.2%	92.8%	94.3%	89.3%	88.5%	88.5%	100%	95.7%	92.8%
Did we attend the property when we said we would?	100%	100%	100%	100%	97.4%	97.2%	91.8%	94.6%	95.8%	100%	91.7%	100%	100%	97.3%
Do you consider the work to be completed?	100%	100%	81.8%	100%	100%	91.7%	89.1%	90.8%	89.3%	88.5%	88.5%	94.4%	82.6%	89.2%
Was your home left clean and tidy?	100%	100%	81.8%	100%	100%	97.2%	92.0%	93.5%	85.7%	88.5%	88.5%	94.6%	95.7%	90.7%
How satisfied were you with the operative(s) who carried out the works?	100%	100%	90.9%	100%	100%	100%	94.5%	95.8%	96.4%	92.3%	92.3%	97.3%	100%	95.7%
Were the operative(s) easily identifiable?	100%	100%	100%	100%	100%	97.0%	97.4%	98.1%	92.6%	96.0%	89.5%	100%	100%	95.2%
Number of surveys	3	3	11	6	39	36	237	334	28	26	26	36	23	139