

# 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%	

	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	24-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sept-25	25-26
Overall Satisfaction	100%	98.5%	100%	99.1%	97.9%	100%	98.3%	100%	95.0%	97.4%	97.5%	97.5%	100%	97.9%
How satisfied were you with the advisor(s) who carried out the call?	100%	98.5%	100%	99.1%	97.9%	100%	98.3%	100%	97.5%	97.4%	97.5%	97.5%	97.5%	97.9%
Were the advisor(s) you spoke to well informed, and have good knowledge of your enquiry?	94.7%	98.5%	100%	99.1%	95.7%	100%	98.5%	100%	97.5%	100%	95.0%	97.5%	97.5%	97.9%
How satisfied were you with the outcome of your call?	100%	90.9%	91.1%	92.6%	93.6%	92.1%	93.3%	97.6%	92.5%	92.3%	87.5%	95.0%	92.5%	92.9%
Were you happy with the length of time it took to answer your call?	94.7%	97.0%	95.6%	97.2%	87.2%	92.1%	95.0%	94.7%	87.2%	84.6%	95.0%	94.9%	89.7%	91.0%
Are the current opening hours convenient for you?	84.2%	97.0%	100%	100%	100%	100%	98.5%	100%	100%	97.4%	100%	100%	100%	99.6%
Number of surveys	19	66	45	108	47	38	481	41	40	39	40	40	40	240

# New Tenant Survey Response

Key:

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

	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	24-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sept-25	25-26
How satisfied were you overall?	95.2%	81.0%	92.7%	95.7%	100%	88.5%	94.3%	86.4%	100.0%	92.3%	94.7%	90.0%	96.4%	92.7%
How satisfied are you with the condition of the property	84.2%	80.0%	92.9%	81.8%	90.3%	72.0%	83.3%	81.8%	83.3%	84.6%	94.7%	100%	86.2%	87.2%
If you were given the paint pack, do you have any feedback about the delivery and quality?	100%	83.3%	100%	88.9%	71.4%	76.9%	87.3%	75.0%	66.7%	95.0%	100%	100%	85.7%	89.4%
Do you feel like you received enough support during the lettings process?	90.5%	70.0%	92.3%	91.4%	97.3%	80.0%	90.8%	81.8%	100%	82.1%	100%	100%	89.7%	88.8%
When you moved into your home, were you given information about safeguarding?	75.0%	62.5%	44.4%	39.7%	53.6%	36.8%	46.8%	64.7%	60.0%	51.4%	61.1%	62.5%	52.2%	56.6%
Number of surveys	21	21	41	69	37	26	282	22	6	39	19	10	28	124

# ASB Survey Response

Key:

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

	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	24-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sept-25	25-26
Overall satisfaction with ASB case handling	90.9%	100%	88.9%	100%	85.7%	100%	93.8%	100%	60.0%	100%	93.3%	100%	100%	94.8%
Did you agree an action plan and receive regular updates from your investigating officer?	90.9%	100%	87.5%	83.3%	85.7%	100%	93.5%	100%	50.0%	100%	86.7%	100%	80.0%	90.9%
Do you feel that you received adequate support during the case?	90.9%	100%	88.9%	100%	100%	100%	96.0%	100%	75.0%	100%	86.7%	100%	100%	94.5%
Satisfied with the outcome of your case?	81.8%	100%	88.9%	83.3%	71.4%	92.9%	90.0%	90.9%	60.0%	100%	93.3%	100%	100%	93.1%
Number of surveys	11	7	9	6	7	28	130	11	5	16	15	6	5	55

# Complaint Feedback Survey Response

Key:

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

	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	24-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sept-25	25-26
How satisfied are with the way your Investigating Officer dealt with your complaint?	71.4%	66.7%	53.8%	73.3%	86.0%	85.7%	78.6%	63.6%	68.4%	81.0%	84.6%	63.6%	72.7%	72.7%
Were you satisfied with the overall outcome of your complaint?	71.4%	25.0%	46.2%	42.3%	56.0%	66.0%	54.7%	52.4%	42.1%	60.9%	56.0%	38.1%	59.1%	51.9%
Were you satisfied with work or action agreed following the closure of your complaint?	50.0%	58.3%	61.5%	57.1%	74.4%	82.7%	69.8%	55.0%	50.0%	63.6%	63.6%	50.0%	52.6%	56.4%
Are you satisfied with the contact from your Investigating Officer?	73.3%	58.3%	50.0%	69.0%	92.5%	86.8%	78.9%	65.2%	76.5%	81.0%	88.0%	72.7%	76.2%	76.7%
Did you find it easy to register your complaint with us?	100%	83.3%	61.5%	83.3%	90.0%	94.9%	89.4%	82.6%	84.2%	100%	96.2%	85.7%	90.9%	90.4%
Number of surveys	14	12	13	30	43	91	248	22	19	21	26	22	22	132

# Independent Living Survey Response

## Key:

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

	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	24-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sept-25	25-26
Overall satisfaction with the Independent Living service	95.5%	100%	87.8%	100%	93.8%	92.7%	91.3%	96.3%	95.5%	93.9%	95.1%	95.0%	94.6%
Satisfaction with the service provided by your Independent Living Officer?	95.5%	100%	84.4%	91.7%	93.8%	91.6%	91.3%	96.3%	100%	93.9%	93.4%	95.0%	94.6%
Do you receive a morning call from a member of staff? [Retirement Housing]	-	-	-	-	-	-	100%	87.5%	100%	88.2%	76.5%	85.7%	87.1%
Do you receive a visit every two weeks (at a minimum)?	-	-	-	-	-	-	78.3%	92.6%	81.8%	93.9%	83.6%	90.0%	86.6%
If 'No', did you receive a call instead?	-	-	-	-	-	-	80.0%	50.0%	100%	0.0%	70.0%	100%	72.0%
Does the service help you live independently?	90.9%	81.3%	83.3%	83.3%	93.8%	86.1%	78.3%	92.6%	95.5%	84.8%	95.1%	90.0%	90.3%
Do the surroundings & facilities help you to live independently? [Retirement Housing]	-	-	-	-	-	-	100%	75.0%	100%	100%	82.4%	85.7%	90.2%
Satisfaction with the safety and security of your home?	90.9%	81.3%	92.2%	95.8%	93.8%	92.3%	91.3%	85.2%	95.5%	100%	96.7%	100%	95.2%
Satisfaction with emergency call service?	100%	60.0%	77.3%	100%	100%	78.4%	100%	57.1%	75.0%	100%	100%	100%	85.7%
Was the person who dealt with your call helpful and easy to speak to?	100%	60.0%	77.3%	100%	100%	86.3%	100%	57.1%	75.0%	100%	100%	100%	85.7%
How would you rate the quality of service from the emergency call service?	100%	60.0%	81.8%	100%	100%	82.4%	100%	57.1%	75.0%	75.0%	100%	100%	82.1%
Number of surveys	22	16	90	24	16	287	23	27	22	33	61	20	186