

# 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%     |  |

|                                                                                          | Nov-24 | Dec-24 | Jan-25 | Feb-25 | Mar-25 | 24-25 | Apr-25 | May-25 | Jun-25 | Jul-25 | Aug-25 | Sept-25 | Oct-25 | 25-26 |
|------------------------------------------------------------------------------------------|--------|--------|--------|--------|--------|-------|--------|--------|--------|--------|--------|---------|--------|-------|
| Overall Satisfaction                                                                     | 98.5%  | 100%   | 99.1%  | 97.9%  | 100%   | 98.3% | 100%   | 95.0%  | 97.4%  | 97.5%  | 97.5%  | 100%    | 100%   | 98.2% |
| How satisfied were you with the advisor(s) who carried out the call?                     | 98.5%  | 100%   | 99.1%  | 97.9%  | 100%   | 98.3% | 100%   | 97.5%  | 97.4%  | 97.5%  | 97.5%  | 97.5%   | 100%   | 98.2% |
| Were the advisor(s) you spoke to well informed, and have good knowledge of your enquiry? | 98.5%  | 100%   | 99.1%  | 95.7%  | 100%   | 98.5% | 100%   | 97.5%  | 100%   | 95.0%  | 97.5%  | 97.5%   | 95.0%  | 97.5% |
| How satisfied were you with the outcome of your call?                                    | 90.9%  | 91.1%  | 92.6%  | 93.6%  | 92.1%  | 93.3% | 97.6%  | 92.5%  | 92.3%  | 87.5%  | 95.0%  | 92.5%   | 92.5%  | 92.9% |
| Were you happy with the length of time it took to answer your call?                      | 97.0%  | 95.6%  | 97.2%  | 87.2%  | 92.1%  | 95.0% | 94.7%  | 87.2%  | 84.6%  | 95.0%  | 94.9%  | 89.7%   | 97.5%  | 92.0% |
| Are the current opening hours convenient for you?                                        | 97.0%  | 100%   | 100%   | 100%   | 100%   | 98.5% | 100%   | 100%   | 97.4%  | 100%   | 100%   | 100%    | 100%   | 99.6% |
| Number of surveys                                                                        | 66     | 45     | 108    | 47     | 38     | 481   | 41     | 40     | 39     | 40     | 40     | 40      | 40     | 280   |

# New Tenant 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 | Oct-25 | 25-26 |
|--------------------------------------------------------------------------------------------|--------|--------|--------|--------|--------|-------|--------|--------|--------|--------|--------|---------|--------|-------|
| How satisfied were you overall?                                                            | 81.0%  | 92.7%  | 95.7%  | 100%   | 88.5%  | 94.3% | 86.4%  | 100.0% | 92.3%  | 94.7%  | 90.0%  | 96.4%   | 100%   | 94.1% |
| How satisfied are you with the condition of the property                                   | 80.0%  | 92.9%  | 81.8%  | 90.3%  | 72.0%  | 83.3% | 81.8%  | 83.3%  | 84.6%  | 94.7%  | 100%   | 86.2%   | 75.0%  | 85.0% |
| If you were given the paint pack, do you have any feedback about the delivery and quality? | 83.3%  | 100%   | 88.9%  | 71.4%  | 76.9%  | 87.3% | 75.0%  | 66.7%  | 95.0%  | 100%   | 100%   | 85.7%   | 87.5%  | 89.1% |
| Do you feel like you received enough support during the lettings process?                  | 70.0%  | 92.3%  | 91.4%  | 97.3%  | 80.0%  | 90.8% | 81.8%  | 100%   | 82.1%  | 100%   | 100%   | 89.7%   | 92.9%  | 89.5% |
| When you moved into your home, were you given information about safeguarding?              | 62.5%  | 44.4%  | 39.7%  | 53.6%  | 36.8%  | 46.8% | 64.7%  | 60.0%  | 51.4%  | 61.1%  | 62.5%  | 52.2%   | 37.0%  | 52.6% |
| Number of surveys                                                                          | 21     | 41     | 69     | 37     | 26     | 282   | 22     | 6      | 39     | 19     | 10     | 28      | 28     | 152   |

# ASB 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 | Oct-25 | 25-26 |
|-------------------------------------------------------------------------------------------|--------|--------|--------|--------|--------|-------|--------|--------|--------|--------|--------|---------|--------|-------|
| Overall satisfaction with ASB case handling                                               | 100%   | 88.9%  | 100%   | 85.7%  | 100%   | 93.8% | 100%   | 60.0%  | 100%   | 93.3%  | 100%   | 100%    | 100%   | 95.7% |
| Did you agree an action plan and receive regular updates from your investigating officer? | 100%   | 87.5%  | 83.3%  | 85.7%  | 100%   | 93.5% | 100%   | 50.0%  | 100%   | 86.7%  | 100%   | 80.0%   | 91.7%  | 91.0% |
| Do you feel that you received adequate support during the case?                           | 100%   | 88.9%  | 100%   | 100%   | 100%   | 96.0% | 100%   | 75.0%  | 100%   | 86.7%  | 100%   | 100%    | 100%   | 95.5% |
| Satisfied with the outcome of your case?                                                  | 100%   | 88.9%  | 83.3%  | 71.4%  | 92.9%  | 90.0% | 90.9%  | 60.0%  | 100%   | 93.3%  | 100%   | 100%    | 100%   | 94.3% |
| Number of surveys                                                                         | 7      | 9      | 6      | 7      | 28     | 130   | 11     | 5      | 16     | 15     | 6      | 5       | 12     | 70    |

# Complaint Feedback 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 | Oct-25 | 25-26 |
|----------------------------------------------------------------------------------------|--------|--------|--------|--------|--------|-------|--------|--------|--------|--------|--------|---------|--------|-------|
| How satisfied are with the way your Investigating Officer dealt with your complaint?   | 66.7%  | 53.8%  | 73.3%  | 86.0%  | 85.7%  | 78.6% | 63.6%  | 68.4%  | 81.0%  | 84.6%  | 63.6%  | 72.7%   | 63.6%  | 71.4% |
| Were you satisfied with the overall outcome of your complaint?                         | 25.0%  | 46.2%  | 42.3%  | 56.0%  | 66.0%  | 54.7% | 52.4%  | 42.1%  | 60.9%  | 56.0%  | 38.1%  | 59.1%   | 47.4%  | 51.3% |
| Were you satisfied with work or action agreed following the closure of your complaint? | 58.3%  | 61.5%  | 57.1%  | 74.4%  | 82.7%  | 69.8% | 55.0%  | 50.0%  | 63.6%  | 63.6%  | 50.0%  | 52.6%   | 50.0%  | 55.5% |
| Are you satisfied with the contact from your Investigating Officer?                    | 58.3%  | 50.0%  | 69.0%  | 92.5%  | 86.8%  | 78.9% | 65.2%  | 76.5%  | 81.0%  | 88.0%  | 72.7%  | 76.2%   | 72.7%  | 76.2% |
| Did you find it easy to register your complaint with us?                               | 83.3%  | 61.5%  | 83.3%  | 90.0%  | 94.9%  | 89.4% | 82.6%  | 84.2%  | 100%   | 96.2%  | 85.7%  | 90.9%   | 77.3%  | 88.5% |
| Number of surveys                                                                      | 12     | 13     | 30     | 43     | 91     | 248   | 22     | 19     | 21     | 26     | 22     | 22      | 22     | 154   |

# Independent Living Survey Response

## Key:

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

|                                                                                       | Dec-24 | Jan-25 | Feb-25 | Mar-25 | 24-25 | Apr-25 | May-25 | Jun-25 | Jul-25 | Aug-25 | Sept-25 | Oct-25 | 25-26 |
|---------------------------------------------------------------------------------------|--------|--------|--------|--------|-------|--------|--------|--------|--------|--------|---------|--------|-------|
| Overall satisfaction with the Independent Living service                              | 100%   | 87.8%  | 100%   | 93.8%  | 92.7% | 91.3%  | 96.3%  | 95.5%  | 93.9%  | 95.1%  | 95.0%   | 96.0%  | 94.8% |
| Satisfaction with the service provided by your Independent Living Officer?            | 100%   | 84.4%  | 91.7%  | 93.8%  | 91.6% | 91.3%  | 96.3%  | 100%   | 93.9%  | 93.4%  | 95.0%   | 100%   | 95.3% |
| Do you receive a morning call from a member of staff? [Retirement Housing]            | -      | -      | -      | -      | -     | 100%   | 87.5%  | 100%   | 88.2%  | 76.5%  | 85.7%   | 84.6%  | 86.7% |
| Do you receive a visit every two weeks (at a minimum)?                                | -      | -      | -      | -      | -     | 78.3%  | 92.6%  | 81.8%  | 93.9%  | 83.6%  | 90.0%   | 88.0%  | 86.7% |
| If 'No', did you receive a call instead?                                              | -      | -      | -      | -      | -     | 80.0%  | 50.0%  | 100%   | 0.0%   | 70.0%  | 100%    | 66.7%  | 71.4% |
| Does the service help you live independently?                                         | 81.3%  | 83.3%  | 83.3%  | 93.8%  | 86.1% | 78.3%  | 92.6%  | 95.5%  | 84.8%  | 95.1%  | 90.0%   | 100%   | 91.5% |
| Do the surroundings & facilities help you to live independently? [Retirement Housing] | -      | -      | -      | -      | -     | 100%   | 75.0%  | 100%   | 100%   | 82.4%  | 85.7%   | 100%   | 91.9% |
| Satisfaction with the safety and security of your home?                               | 81.3%  | 92.2%  | 95.8%  | 93.8%  | 92.3% | 91.3%  | 85.2%  | 95.5%  | 100%   | 96.7%  | 100%    | 96.0%  | 95.3% |
| Satisfaction with emergency call service?                                             | 60.0%  | 77.3%  | 100%   | 100%   | 78.4% | 100%   | 57.1%  | 75.0%  | 100%   | 100%   | 100%    | 83.3%  | 85.3% |
| Was the person who dealt with your call helpful and easy to speak to?                 | 60.0%  | 77.3%  | 100%   | 100%   | 86.3% | 100%   | 57.1%  | 75.0%  | 100%   | 100%   | 100%    | 100%   | 88.2% |
| How would you rate the quality of service from the emergency call service?            | 60.0%  | 81.8%  | 100%   | 100%   | 82.4% | 100%   | 57.1%  | 75.0%  | 75.0%  | 100%   | 100%    | 83.3%  | 82.4% |
| Number of surveys                                                                     | 16     | 90     | 24     | 16     | 287   | 23     | 27     | 22     | 33     | 61     | 20      | 25     | 211   |