

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%	

	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	25/26	Apr-26	26/27
How satisfied were you with the way your call was handled?	95.0%	97.4%	97.5%	97.5%	100.0%	100.0%	100.0%	95.0%	97.5%	100.0%	95.0%	97.9%	100.0%	100.0%
How satisfied were you with the advisor(s) who carried out the call?	97.5%	97.4%	97.5%	97.5%	97.5%	100.0%	97.5%	97.5%	97.5%	100.0%	97.5%	98.1%	100.0%	100.0%
Was the advisor you spoke to well informed, and have good knowledge of your enquiry?	97.5%	100.0%	95.0%	97.5%	97.5%	95.0%	97.5%	90.0%	97.5%	100.0%	97.5%	97.1%	97.5%	97.5%
How satisfied were you with the outcome of your call?	92.5%	92.3%	87.5%	95.0%	92.5%	92.5%	95.0%	85.0%	100.0%	97.5%	92.5%	93.3%	95.0%	95.0%
Were you happy with the length of time it took to answer your call?	87.2%	84.6%	95.0%	94.9%	89.7%	97.5%	95.0%	89.7%	94.9%	95.0%	97.4%	93.0%	87.2%	87.2%
Are the current opening hours convenient for you?	100.0%	97.4%	100.0%	100.0%	100.0%	100.0%	97.5%	95.0%	100.0%	100.0%	100.0%	99.2%	100.0%	100.0%
Number of surveys	40	39	40	40	40	40	40	40	40	40	40	480	40	40

New Tenant Survey Response

Key:

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

	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	25/26	Apr-26	26/27
How satisfied were you overall lettings service?	100.0%	92.3%	94.7%	90.0%	96.4%	100.0%	100.0%	100.0%	95.2%	88.9%	100.0%	95.2%	100.0%	100.0%
How satisfied are you with the condition of the property	83.3%	84.6%	94.7%	100.0%	86.2%	75.0%	85.0%	93.3%	85.7%	66.7%	100.0%	85.6%	93.8%	93.8%
Do you feel like you received enough support during the lettings process?	100.0%	82.1%	100.0%	100.0%	89.7%	92.9%	100.0%	100.0%	90.5%	88.9%	90.9%	91.3%	94.7%	94.7%
When you moved into your home, were you given information about safeguarding?	60.0%	51.4%	61.1%	62.5%	52.2%	37.0%	50.0%	54.5%	62.5%	71.4%	75.0%	54.9%	58.3%	58.3%
Number of surveys	6	39	19	10	28	28	20	15	21	9	11	228	19	19

ASB Survey Response

Key:

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

	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	25/26	Apr-26	26/27
Overall satisfaction with ASB case handling	60.0%	100.0%	93.3%	100.0%	100.0%	100.0%	68.8%	90.9%	85.7%	76.2%	68.4%	85.4%	72.7%	72.7%
Did you agree an action plan and receive regular updates from your investigating officer?	50.0%	100.0%	86.7%	100.0%	80.0%	91.7%	85.7%	100.0%	85.7%	73.7%	86.7%	88.0%	75.0%	75.0%
Do you feel that you received adequate support during the case?	75.0%	100.0%	86.7%	100.0%	100.0%	100.0%	73.3%	100.0%	85.7%	62.5%	70.6%	85.7%	70.0%	70.0%
Are you satisfied with the outcome of your case?	60.0%	100.0%	93.3%	100.0%	100.0%	100.0%	68.8%	90.9%	85.7%	66.7%	63.2%	82.6%	72.7%	72.7%
Number of surveys	5	16	15	6	5	12	16	11	7	21	19	144	11	11

Complaint Feedback Survey Response

Key:

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

	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	25/26	Apr-26	26/27
How satisfied are with the way your Investigating Officer dealt with your complaint?	68.4%	81.0%	84.6%	63.6%	72.7%	63.6%	63.6%	64.3%	53.3%	93.1%	59.1%	70.7%	57.1%	57.1%
Did you find it easy to register your complaint with us?	84.2%	100.0%	96.2%	85.7%	90.9%	77.3%	85.7%	92.3%	86.7%	82.8%	77.3%	86.8%	70.0%	70.0%
Were you satisfied with the overall outcome of your complaint?	42.1%	60.9%	56.0%	38.1%	59.1%	47.4%	45.0%	53.8%	38.5%	70.4%	40.0%	51.4%	31.6%	31.6%
Were you satisfied with work or action agreed following the closure of your complaint?	50.0%	63.6%	63.6%	50.0%	52.6%	50.0%	52.9%	58.3%	50.0%	72.0%	55.0%	57.0%	35.0%	35.0%
Are you satisfied with the contact from your Investigating Officer?	76.5%	81.0%	88.0%	72.7%	76.2%	72.7%	80.0%	64.3%	64.3%	96.3%	76.2%	77.3%	61.9%	61.9%
Number of surveys	19	21	26	22	22	22	22	14	15	29	22	256	21	21

Independent Living Survey Response

Key:

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

	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	25/26	Apr-26	26/27
Overall satisfaction with the Independent Living service	96.3%	95.5%	93.9%	95.1%	95.0%	96.0%	100.0%	100.0%	100.0%	92.3%	93.8%	95.3%	100.0%	100.0%
Satisfaction with the service provided by your Independent Living Officer?	96.3%	100.0%	93.9%	93.4%	95.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	96.4%	100.0%	100.0%
Do you receive a morning call from a member of staff? [Retirement Housing]	87.5%	100.0%	88.2%	76.5%	85.7%	84.6%	100.0%	100.0%	87.5%	100.0%	100.0%	88.9%	100.0%	100.0%
Do you receive a visit every two weeks (at a minimum)?	92.6%	81.8%	93.9%	83.6%	90.0%	88.0%	100.0%	90.0%	94.4%	100.0%	75.0%	87.8%	87.0%	87.0%
If 'No', did you receive a call instead?	50.0%	100.0%	0.0%	70.0%	100.0%	66.7%	-	100.0%	100.0%	-	100.0%	76.5%	100.0%	100.0%
Does the service help you live independently?	92.6%	95.5%	84.8%	95.1%	90.0%	100.0%	90.0%	90.0%	83.3%	100.0%	87.5%	91.0%	95.7%	95.7%
Do the surroundings & facilities help you to live independently? [Retirement Housing]	75.0%	100.0%	100.0%	82.4%	85.7%	100.0%	100.0%	100.0%	100.0%	66.7%	100.0%	92.7%	100.0%	100.0%
Satisfaction with the safety and security of your home?	85.2%	95.5%	100.0%	96.7%	100.0%	96.0%	80.0%	100.0%	100.0%	92.3%	81.3%	94.2%	100.0%	100.0%
Satisfaction with emergency call service?	57.1%	75.0%	100.0%	100.0%	100.0%	83.3%	100.0%	-	100.0%	50.0%	80.0%	84.4%	100.0%	100.0%

Was the person who dealt with your call helpful and easy to speak to?	57.1%	75.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-	100.0%	100.0%	80.0%	88.9%	100.0%	100.0%
How would you rate the quality of service from the emergency call service?	57.1%	75.0%	75.0%	100.0%	100.0%	83.3%	100.0%	-	100.0%	100.0%	80.0%	84.4%	100.0%	100.0%
Number of surveys	27	22	33	61	20	25	10	10	18	13	16	278	23	23