

Equality *and* Diversity

*Customer Experience
Data Insight Report*

2025/26



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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 2025/26 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

Ethnic Minority customers demonstrated strong levels of satisfaction across a number of service areas, including instances of very high or full satisfaction in surveys such as Aids & Adaptations and Customer Service Centre. While responses from Ethnic Minority customers remain a smaller proportion of overall survey returns, participation was highest in areas such as Cleaning Services and Day-to-Day Repairs.

However, it is important to acknowledge areas where satisfaction levels were lower for Ethnic Minority customers. Summary of areas for lower satisfaction:

- Cleaning Services: Satisfaction was 68.4% (13 out of 19 responses).
- Complaint Feedback: Satisfaction was 77.8% (7 out of 9 responses).

For some surveys, the number of responses from Ethnic Minority customers remains limited, and findings should be considered within this context.

Gender

Female customers reported slightly lower satisfaction than male customers across a number of service areas, although differences were generally moderate. The surveys below are highlighted for their differences:

- Cleaning Services: Female satisfaction was 68.6% compared to 87.0% for males.
- Grounds Maintenance: Female satisfaction was 82.4% compared to 86.5% for males.

Conversely, male customers reported slightly lower satisfaction in some areas, including Aids & Adaptations and Gas Servicing, but the difference was very small.

It is worth noting that female customers (66.2%) completed a higher proportion of surveys overall, accounting for the majority of respondent data.

Sexual Orientation

We received a relatively small number of responses from LGBTQ+ customers across most services. Despite this, satisfaction was generally high across several service areas, including:

- Aids & Adaptations and New Tenant services, where satisfaction reached 100%.

However, areas of lower satisfaction include the following:

- ASB: Satisfaction was 50.0% (3 out of 6 responses).
- Grounds Maintenance: Satisfaction was 75.0% (3 out of 4 responses).
- Customer Service Centre: Satisfaction was 80.0% (4 out of 5 responses).

Due to the smaller sample sizes, however, these findings should be treated with caution when drawing conclusions.

Transgender

Responses from transgender customers were very limited across the majority of surveys. Where responses were received, satisfaction was generally high, with several services reporting 100% satisfaction.

The limited number of responses makes it difficult to draw firm conclusions; however, some variation was noted in areas such as Complaint Feedback and Day-to-Day Repairs.

Disability

Customers with a disability reported slightly lower satisfaction across seven surveys when compared to those without a disability, though many of these were a relatively minor difference.

Services where lower satisfaction was most evident include the following:

- ASB: 83.6% satisfaction for customers with a disability (90% for those without a disability).
- Complaint Feedback: 67.6% satisfaction for customers with a disability (72.2% for those without).

For many services the difference in satisfaction between customers with and without a disability was within a modest range. However, some disparities remain and should be monitored.

Complaints

Female customers accounted for the majority of complaints (63.0% at Stage One), followed by males representing a smaller proportion (30.9%), and prefer not to say / unknown (6.1%).

Complaint volumes were lower among younger (16–24) and older (65+) age groups relative to their proportion of the customer base.

In terms of ethnicity, the proportion of complaints for Stage One was 5.2% and 4.7% for Stage Two compared to 7.1% of customers who fall into this category. The most notable share of responses came from those of a Non-Ethnic Minority background.

Customers with a disability accounted for 30.2% of Stage One complaints and 36.1% of Stage Two complaints, compared to 36% of customers overall.

Similarly, 0.6% of customer who are Transgender made a Stage One complaint in 2025/26. This was only four in total but is higher than the proportion of OVH tenants who are Transgender, which is 0.3% (36 in total).

Lettings

The proportion of new lettings shows variation across demographic groups.

- Ethnic Minority customers accounted for 13.0% of social lettings, compared to 7.1% of the overall customer profile.
- The 25–44 age group represented the largest proportion of lettings, accounting for over half of all new social tenancies (51.2%).
- A higher proportion of lets were made to Female customers (60.9%), consistent with the overall customer profile.

Disrepair

Disrepair cases were limited in volume; however, analysis highlights some key trends. The majority of cases were raised by Non-Ethnic Minority customers, with a notable proportion of records marked as undisclosed across several characteristics.

Customers aged 45–64 accounted for the largest proportion of disrepair cases, while younger age groups were less represented. Female customers made up the majority of cases overall.

Due to the small number of cases, findings should be interpreted with caution, although the data provides useful insight into the demographics of customers affected by disrepair.

02

Knowing Our Customers

Our customer profile data broken down

This data provides a detailed breakdown across various characteristics, including segmentation by social tenancy and commercial tenancy (Market Rent, Rent to Buy, and Shared Ownership), offering a deeper understanding of our customer base and their evolving needs and experiences.

Ethnicity

	Social Lettings		Commercial Lettings		OVH Customer (All)	
	Number	Percentage	Number	Percentage	Number	Percentage
Ethnic Minority	100	13%	10	6.6%	944	7.1%
Non-Ethnic Minority	638	82 .6%	140	92.1%	10879	81.9%
Prefer not to say/unknown	34	4.4%	2	1.3%	1457	11%

Age

	Social Lettings		Commercial Lettings		OVH Customer (All)	
	Number	Percentage	Number	Percentage	Number	Percentage
16 - 24	128	16.6%	7	4.6%	450	3.4%
25 - 44	395	51.2%	104	68.4%	4343	32.7%
45 - 64	179	23.2%	31	20.4%	5090	38.3%
65+	68	8.7%	10	6.6%	3369	25.4%
Prefer not to say/unknown	2	0.3%	0	0.0%	28	0.2%

Transgender

	Social Lettings		Commercial Lettings		OVH Customer (All)	
	Number	Percentage	Number	Percentage	Number	Percentage
Yes	0	0.0%	0	0.0%	36	0.3%
No	35	4.5%	13	8.6%	7657	57.7%
Prefer not to say/unknown	737	95.5%	139	91.4%	5587	42%

Gender

	Social Lettings		Commercial Lettings		OVH Customer (All)	
	Number	Percentage	Number	Percentage	Number	Percentage
Female	470	60.9%	103	67.8%	8193	61.7%
Male	280	36.3%	47	30.9%	5043	38%
Prefer not to say / unknown	22	2.8%	2	1.3%	44	0.3%

Religion

	Social Lettings		Commercial Lettings		OVH Customer (All)	
	Number	Percentage	Number	Percentage	Number	Percentage
Christian	316	40.9%	80	52.6%	7179	54.2%
No Religion	252	32.6%	31	20.4%	3594	27.1%
Prefer not to say/unknown	134	17.4%	7	4.6%	1950	14.8%
Other	8	1.0%	1	0.7%	205	1.5%
Muslim	41	5.3%	3	2.0%	213	1.6%
Buddhist	4	0.5%	0	0.0%	32	0.2%
Agnostic	2	0.3%	21	13.8%	41	0.3%
Atheist	12	1.6%	8	5.3%	37	0.2%
Hindu	0	0.0%	0	0.0%	16	0.1%
Jewish	0	0.0%	0	0.0%	4	0.0%
Sikhism	0	0.0%	0	0.0%	3	0.0%
Bahai	0	0.0%	0	0.0%	3	0.0%
Paganism	2	0.3%	0	0.0%	2	0.0%
Jehovah's Witness	1	0.1%	0	0.0%	1	0.0%
Mormon	0	0.0%	1	0.6%	1	0.0%

Sexual Orientation

	Social Lettings		Commercial Lettings		OVH Customer (All)	
	Number	Percentage	Number	Percentage	Number	Percentage
Heterosexual	668	86.5%	137	90.2%	11171	84.2%
LGBTQ+	25	3.2%	9	5.9%	271	2%
Prefer not to say / unknown	79	10.3%	6	3.9%	1838	13.8%

Disability

	Social Lettings		Commercial Lettings		OVH Customer (All)	
	Number	Percentage	Number	Percentage	Number	Percentage
Yes	367	47.5%	15	9.9%	4783	36%
No disability	352	45.6%	135	88.8%	8199	61.7%
Prefer not to say / unknown	53	6.9%	2	1.3%	298	2.3%

03

Knowing Our Communities

Local area profile data broken down

This analysis compares Sefton and Liverpool'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		Liverpool Area		OVH Customer (All)	
	Number	Percentage	Number	Percentage	Number	Percentage
Ethnic Minority	11693	4.2%	77645	16%	944	7.1%
Non-Ethnic Minority	267540	95.8%	408443	84%	10879	81.9%
Prefer not to say/unknown	0	0.0%	0	0.0%	1457	11%

Age

	Sefton Area		Liverpool Area		OVH Customer (All)	
	Number	Percentage	Number	Percentage	Number	Percentage
16 - 24	24562	10.6%	78456	19.5%	450	3.3%
25 - 49	81461	35.1%	162885	40.4%	5588	42.1%
50 - 64	61604	26.5%	87356	21.7%	3845	29%
65+	64763	27.8%	74322	18.4%	3369	25.4%
Prefer not to say/unknown	0	0.0%	0	0.0%	28	0.2%

**Please note, the age range categories above reflect the information from the census data, rather than those which OVH use. The OVH data has been recalculated to fit this.*

Transgender

	Sefton Area		Liverpool Area		OVH Customer (All)	
	Number	Percentage	Number	Percentage	Number	Percentage
Yes	659	0.3%	2256	0.6%	36	0.3%
No	221309	95.2%	376319	93.4%	7657	57.7%
Prefer not to say/unknown	10422	4.5%	24451	6%	5587	42%

Gender

	Sefton Area		Liverpool Area		OVH Customer (All)	
	Number	Percentage	Number	Percentage	Number	Percentage
Female	143990	51.6%	249460	51.3%	8193	61.7%
Male	135246	48.4%	236628	48.7%	5043	38%
Prefer not to say / unknown	0	0.0%	0	0.0%	44	0.3%

Religion

	Sefton Area		Liverpool Area		OVH Customer (All)	
	Number	Percentage	Number	Percentage	Number	Percentage
Christian	179806	64.4%	278330	57.3%	7179	54.2%
No Religion	79905	28.6%	142994	29.4%	3594	27.1%
Prefer not to say/unknown	14012	5%	28639	5.9%	1950	14.8%
Other	980	0.4%	1991	0.4%	205	1.5%
Muslim	2257	0.8%	25756	5.3%	213	1.6%
Buddhist	681	0.2%	2128	0.4%	32	0.2%
Agnostic	0	0.0%	0	0.0%	41	0.3%
Atheist	0	0.0%	0	0.0%	37	0.2%
Hindu	1095	0.5%	3802	0.8%	16	0.1%
Jewish	364	0.1%	1807	0.4%	4	0.0%
Sikhism	133	0.0%	641	0.1%	3	0.0%
Bahai	0	0.0%	0	0.0%	3	0.0%
Paganism	0	0.0%	0	0.0%	2	0.0%
Jehovah's Witness	0	0.0%	0	0.0%	1	0.0%
Mormon	0	0.0%	0	0.0%	1	0.0%

Sexual Orientation

	Sefton Area		Liverpool Area		OVH Customer (All)	
	Number	Percentage	Number	Percentage	Number	Percentage
Heterosexual	212421	91.4%	354781	88%	11171	84.2%
LGBTQ+	5720	2.5%	17535	4.4%	271	2%
Prefer not to say / unknown	14151	6.1%	30444	7.5%	1838	13.8%
Asexual	98	0.0%	266	0.1%	0	0.0%

Disability

	Sefton Area		Liverpool Area		OVH Customer (All)	
	Number	Percentage	Number	Percentage	Number	Percentage
Yes	80392	28.8%	134612	27.7%	4783	36%
No disability	198842	71.2%	351476	72.3%	8199	61.7%
Prefer not to say/unknown	0	0.0%	0	0.0%	298	2.3%

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
Ethnic Minority	10	5.8%	47	6%
Non-Ethnic Minority	161	93.1%	726	93.1%
Prefer not to say/unknown	2	1.1%	7	0.9%

Age

	OVH Staff		Sovini Group Staff	
	Number	Percentage	Number	Percentage
16 - 24	8	4.6%	82	10.5%
25 - 44	85	49.2%	377	48.4%
45 - 64	76	43.9%	295	37.8%
65+	4	2.3%	26	3.3%

Transgender

	OVH Staff		Sovini Group Staff	
	Number	Percentage	Number	Percentage
Yes	0	0.0%	0	0.0%
No	170	98.3%	758	97.6%
Prefer not to say/unknown	3	1.7%	19	2.4%

Gender

	OVH Staff		Sovini Group Staff	
	Number	Percentage	Number	Percentage
Female	116	67.1%	273	35%
Male	57	32.9%	507	65%
Prefer not to say / unknown	0	0.0%	0	0.0%

Religion

	OVH Staff		Sovini Group Staff	
	Number	Percentage	Number	Percentage
Christian	128	74%	525	67.4%
No Religion	27	15.6%	142	18.2%
Atheist	9	5.2%	60	7.7%
Agnostic	3	1.7%	12	1.5%
Other	2	1.2%	7	0.9%
Prefer not to say/unknown	3	1.7%	27	3.5%
Confucianism	0	0.0%	1	0.1%
Islam - Sunni	1	0.6%	5	0.6%
Buddhist - Mahayana	0	0.0%	1	0.1%

Sexual Orientation

	OVH Staff		Sovini Group Staff	
	Number	Percentage	Number	Percentage
Heterosexual	161	93.1%	729	93.5%
LGBTQ+	9	5.2%	26	3.3%
Prefer not to say / unknown	3	1.7%	25	3.2%

Disability

	OVH Staff		Sovini Group Staff	
	Number	Percentage	Number	Percentage
Yes	20	11.6%	59	7.6%
No	144	83.2%	676	86.6%
Prefer not to say / unknown	9	5.2%	45	5.8%

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

	Stage 1		Stage 2		OVH Customer (All)	
	Number	Percentage	Number	Percentage	Number	Percentage
Ethnic Minority	34	5.2%	9	4.7%	944	7.1%
Non-Ethnic Minority	453	69.9%	133	69.6%	10879	81.9%
Prefer not to say/unknown	161	24.9%	49	25.7%	1457	11%

Age

	Stage 1		Stage 2		OVH Customer (All)	
	Number	Percentage	Number	Percentage	Number	Percentage
16 - 24	13	2%	2	1%	450	3.4%
25 - 44	234	36.1%	77	40.3%	4343	32.7%
45 - 64	227	35%	71	37.2%	5090	38.3%
65+	85	13.2%	17	8.9%	3369	25.4%
Prefer not to say/unknown	89	13.7%	24	12.6%	28	0.2%

Transgender

	Stage 1		Stage 2		OVH Customer (All)	
	Number	Percentage	Number	Percentage	Number	Percentage
Yes	4	0.6%	1	0.5%	36	0.3%
No	387	59.7%	98	51.3%	7657	57.7%
Prefer not to say/unknown	257	39.7%	92	48.2%	5587	42%

Gender

	Stage 1		Stage 2		OVH Customer (All)	
	Number	Percentage	Number	Percentage	Number	Percentage
Female	408	63%	107	56%	8193	61.7%
Male	200	30.9%	71	37.2%	5043	38%
Prefer not to say / unknown	40	6.1%	13	6.8%	44	0.3%

Religion

	Stage 1		Stage 2		OVH Customer (All)	
	Number	Percentage	Number	Percentage	Number	Percentage
Christian	266	41.0%	88	46.1%	7179	54.2%
No Religion	160	24.7%	48	25.2%	3594	27.1%
Prefer not to say/unknown	202	31.2%	53	27.7%	1950	14.8%
Other	6	0.9%	1	0.5%	205	1.5%
Muslim	3	0.5%	1	0.5%	213	1.6%
Buddhist	3	0.5%	0	0.0%	32	0.2%
Agnostic	4	0.6%	0	0.0%	41	0.3%
Atheist	4	0.6%	0	0.0%	37	0.2%
Hindu	0	0.0%	0	0.0%	16	0.1%
Jewish	0	0.0%	0	0.0%	4	0.0%
Sikhism	0	0.0%	0	0.0%	3	0.0%
Bahai	0	0.0%	0	0.0%	3	0.0%
Paganism	0	0.0%	0	0.0%	2	0.0%
Jehovah's Witness	0	0.0%	0	0.0%	1	0.0%
Mormon	0	0.0%	0	0.0%	1	0.0%

Sexual Orientation

	Stage 1		Stage 2		OVH Customer (All)	
	Number	Percentage	Number	Percentage	Number	Percentage
Heterosexual	447	69%	134	70.2%	11171	84.2%
LGBTQ+	14	2.1%	6	3.1%	271	2%
Prefer not to say / unknown	187	28.9%	51	26.7%	1838	13.8%

Disability

	Stage 1		Stage 2		OVH Customer (All)	
	Number	Percentage	Number	Percentage	Number	Percentage
Yes	196	30.2%	69	36.1%	4783	36%
No disability	334	51.5%	88	46.1%	8199	61.7%
Prefer not to say/unknown	118	18.3%	34	17.8%	298	2.3%

06

Disrepair

Customer profile breakdown for disrepair cases

We analyse disrepair data alongside customer demographics to identify patterns and trends, helping us to target support, address underlying causes, and improve the quality of our repairs service for all customers.

Ethnicity

	Disrepair		OVH Customer (All)	
	Number	Percentage	Number	Percentage
Ethnic Minority	0	0.0%	944	7.1%
Non-Ethnic Minority	20	74.1%	10879	81.9%
Prefer not to say/unknown	7	25.9%	1457	11%

Age

	Disrepair		OVH Customer (All)	
	Number	Percentage	Number	Percentage
16 - 24	1	3.7%	450	3.4%
25 - 44	1	25.9%	4343	32.7%
45 - 64	14	51.9%	5090	38.3%
65+	3	11.1%	3369	25.4%
Prefer not to say/unknown	2	7.4%	28	0.2%

Transgender

	Disrepair		OVH Customer (All)	
	Number	Percentage	Number	Percentage
Yes	0	0.0%	36	0.3%
No	24	88.9%	7657	57.7%
Prefer not to say/unknown	3	11.1%	5587	42%

Gender

	Disrepair		OVH Customer (All)	
	Number	Percentage	Number	Percentage
Female	18	66.7%	8193	61.7%
Male	9	33.3%	5043	38%
Prefer not to say / unknown	0	0.0%	44	0.3%

Religion

	Disrepair		OVH Customer (All)	
	Number	Percentage	Number	Percentage
Christian	7	25.9%	7179	54.2%
No Religion	10	37%	3594	27.1%
Prefer not to say/unknown	9	33.3%	1950	14.8%
Other	0	0.0%	205	1.5%
Muslim	1	3.8%	213	1.6%
Buddhist	0	0.0%	32	0.2%
Agnostic	0	0.0%	41	0.3%
Atheist	0	0.0%	37	0.2%
Hindu	0	0.0%	16	0.1%
Jewish	0	0.0%	4	0.0%
Sikhism	0	0.0%	3	0.0%
Bahai	0	0.0%	3	0.0%
Paganism	0	0.0%	2	0.0%
Jehovah's Witness	0	0.0%	1	0.0%
Mormon	0	0.0%	1	0.0%

Sexual Orientation

	Disrepair		OVH Customer (All)	
	Number	Percentage	Number	Percentage
Heterosexual	21	77.8%	11171	84.2%
LGBTQ+	0	0.0%	271	2%
Prefer not to say / unknown	6	22.2%	1838	13.8%

Disability

	Disrepair		OVH Customer (All)	
	Number	Percentage	Number	Percentage
Yes	8	29.6%	4783	36%
No disability	17	63%	8199	61.7%
Prefer not to say/unknown	2	7.4%	298	2.3%

07

Survey Satisfaction

Satisfaction with our service areas broken down by demographic

We review 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.

Ethnicity

	Aids & Adaptations Survey		ASB Survey		Cleaning Services Survey		Complaint Feedback Survey		Customer Service Centre Survey		Day to Day Repair Survey		Gas Repair		Gas Servicing Survey		Grounds Maintenance Survey		Home Improvement Survey		New Tenant Survey	
Ethnic Minority	100.0%	1 / 1	92.9%	13 / 14	68.4%	13 / 19	77.8%	7 / 9	100.0%	18 / 18	78.8%	26 / 33	92.9%	13 / 14	91.7%	11 / 12	88.9%	8 / 9	93.8%	15 / 16	100.0%	27 / 27
Non-Ethnic Minority	95.6%	218 / 228	86.8%	79 / 91	77.8%	315 / 405	71.3%	122 / 171	98.0%	397 / 405	90.3%	662 / 733	94.4%	386 / 409	98.0%	291 / 297	85.1%	246 / 289	94.0%	220 / 234	94.6%	176 / 186
Prefer not to say / Unknown	96.2%	25 / 26	79.5%	31 / 39	75.9%	44 / 58	68.4%	52 / 76	96.5%	55 / 57	85.1%	63 / 74	94.7%	54 / 57	96.2%	175 / 182	86.1%	155 / 180	95.3%	82 / 86	93.3%	14 / 15
Overall Satisfaction (All Strands)	95.7%	244 / 255	85.4%	123 / 144	77.2%	372 / 482	70.7%	181 / 256	97.9%	470 / 480	89.4%	751 / 840	94.4%	453 / 480	97.1%	477 / 491	85.6%	409 / 478	94.3%	317 / 336	95.2%	217 / 228

Age

	Aids & Adaptations Survey		ASB Survey		Cleaning Services Survey		Complaint Feedback Survey		Customer Service Centre Survey		Day to Day Repair Survey		Gas Repair		Gas Servicing Survey		Grounds Maintenance Survey		Home Improvement Survey		New Tenant Survey	
16- 24	100.0%	2 / 2	77.8%	7 / 9	76.2%	16 / 21	75.0%	3 / 4	80.0%	8 / 10	92.9%	13 / 14	100.0%	10 / 10	100.0%	1 / 1	75.0%	9 / 12	100.0%	10 / 10	100.0%	35 / 35
25- 44	95.5%	21 / 22	87.1%	54 / 62	64.1%	75 / 117	72.0%	59 / 82	97.0%	97 / 100	87.3%	178 / 204	87.6%	85 / 97	95.5%	64 / 67	79.3%	65 / 82	98.7%	74 / 75	97.0%	96 / 99
45- 64	94.1%	80 / 85	83.9%	26 / 31	82.0%	114 / 139	67.6%	50 / 74	97.8%	131 / 134	85.9%	225 / 262	94.2%	145 / 154	97.6%	161 / 165	86.5%	77 / 89	92.1%	105 / 114	92.4%	61 / 66
65+	96.4%	135 / 140	100.0%	14 / 14	81.8%	144 / 176	74.4%	29 / 39	99.5%	212 / 213	92.5%	307 / 332	97.6%	204 / 209	99.1%	116 / 117	86.5%	122 / 141	91.5%	65 / 71	86.4%	19 / 22
Prefer not to say / Unknown	100.0%	6 / 6	78.6%	22 / 28	79.3%	23 / 29	70.2%	40 / 57	95.7%	22 / 23	100.0%	28 / 28	90.0%	9 / 10	95.7%	135 / 141	88.3%	136 / 154	95.5%	63 / 66	100.0%	6 / 6
Overall Satisfaction (All Strands)	95.7%	244 / 255	85.4%	123 / 144	77.2%	372 / 482	70.7%	181 / 256	97.9%	470 / 480	89.4%	751 / 840	94.4%	453 / 480	97.1%	477 / 491	85.6%	409 / 478	94.3%	317 / 336	95.2%	217 / 228

Gender

	Aids & Adaptations Survey		ASB Survey		Cleaning Services Survey		Complaint Feedback Survey		Customer Service Centre Survey		Day to Day Repair Survey		Gas Repair		Gas Servicing Survey		Grounds Maintenance Survey		Home Improvement Survey		New Tenant Survey	
Female	95.8%	160 / 167	87.1%	74 / 85	68.6%	168 / 245	71.2%	99 / 139	97.6%	332 / 340	88.3%	491 / 556	94.2%	322 / 342	98.3%	231 / 235	82.4%	145 / 176	94.1%	159 / 169	94.9%	130 / 137
Male	95.1%	77 / 81	87.1%	27 / 31	87.0%	181 / 208	70.0%	42 / 60	99.1%	116 / 117	90.6%	232 / 256	95.3%	122 / 128	96.5%	110 / 114	86.5%	128 / 148	94.9%	94 / 99	94.9%	75 / 79
Prefer not to say / Unknown	100.0%	7 / 7	78.6%	22 / 28	79.3%	23 / 29	70.2%	40 / 57	95.7%	22 / 23	100.0%	28 / 28	90.0%	9 / 10	95.8%	136 / 142	88.3%	136 / 154	94.1%	64 / 68	100.0%	12 / 12
Overall Satisfaction (All Strands)	95.7%	244 / 255	85.4%	123 / 144	77.2%	372 / 482	70.7%	181 / 256	97.9%	470 / 480	89.4%	751 / 840	94.4%	453 / 480	97.1%	477 / 491	85.6%	409 / 478	94.3%	317 / 336	95.2%	217 / 228

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	100.0%	1 / 1	100.0%	1 / 1	100.0%	1 / 1	0.0%	0 / 0	0.0%	0 / 0	100.0%	2 / 2	0.0%	0 / 0	0.0%	0 / 1
Christian	95.7%	154 / 161	89.1%	57 / 64	79.3%	188 / 237	68.8%	75 / 109	98.1%	307 / 313	88.6%	444 / 501	94.9%	295 / 311	98.6%	209 / 212	86.4%	159 / 184	93.8%	137 / 146	93.8%	91 / 97
Muslim	100.0%	1 / 1	-	0 / 0	100.0%	2 / 2	0.0%	0 / 0	0.0%	0 / 0	80.0%	4 / 5	66.7%	2 / 3	100.0%	6 / 6	100.0%	2 / 2	100.0%	7 / 7	100.0%	9 / 9
Other	100.0%	3 / 3	-	0 / 0	80.0%	4 / 5	66.7%	2 / 3	100.0%	9 / 9	80.0%	12 / 15	100.0%	11 / 11	100.0%	8 / 8	66.7%	4 / 6	100.0%	10 / 10	100.0%	3 / 3
No Religion	93.2%	41 / 44	82.9%	34 / 41	74.0%	94 / 127	77.6%	38 / 49	98.9%	88 / 89	89.5%	162 / 181	93.5%	87 / 93	93.2%	69 / 74	78.2%	68 / 87	92.8%	64 / 69	94.2%	65 / 69
Prefer not to say / Unknown	97.8%	45 / 46	81.6%	31 / 38	75.2%	82 / 109	69.1%	65 / 94	95.6%	65 / 68	93.3%	126 / 135	93.5%	58 / 62	96.8%	184 / 190	88.2%	172 / 195	95.1%	98 / 103	100.0%	47 / 47
Hindu	-	0 / 0	-	0 / 0	100.0%	1 / 1	-	0 / 0	-	0 / 0	100.0%	1 / 1	-	0 / 0	-	0 / 0	100.0%	1 / 1	-	0 / 0	-	0 / 0
Atheist	-	0 / 0	-	0 / 0	-	0 / 0	-	0 / 0	-	0 / 0	100.0%	1 / 1	-	0 / 0	100.0%	1 / 1	-	0 / 0	-	0 / 0	100.0%	1 / 1
Agnostic	-	0 / 0	-	0 / 0	-	0 / 0	-	0 / 0	-	0 / 0	-	0 / 0	-	0 / 0	-	0 / 0	100.0%	1 / 1	-	0 / 0	-	0 / 0
Jehovah's Witness	-	0 / 0	-	0 / 0	-	0 / 0	-	0 / 0	-	0 / 0	-	0 / 0	-	0 / 0	-	0 / 0	-	0 / 0	-	0 / 0	100.0%	1 / 1
Bahai	-	0 / 0	-	0 / 0	-	0 / 0	-	0 / 0	-	0 / 0	-	0 / 0	-	0 / 0	-	0 / 0	-	0 / 0	100.0%	1 / 1	-	0 / 0
Overall Satisfaction (All Strands)	95.7%	244 / 255	85.4%	123 / 144	77.2%	372 / 482	70.7%	181 / 256	97.9%	470 / 480	89.4%	751 / 840	94.4%	453 / 480	97.1%	477 / 491	85.6%	409 / 478	94.3%	317 / 336	95.2%	217 / 228

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	95.5%	193 / 202	89.7%	87 / 97	77.5%	297 / 383	68.4%	108 / 158	99.2%	395 / 398	89.0%	613 / 689	94.1%	370 / 393	98.0%	290 / 296	84.3%	236 / 280	94.4%	221 / 234	94.6%	174 / 184
LGBTQ+	100.0%	5 / 5	50.0%	3 / 6	80.0%	4 / 5	75.0%	3 / 4	80.0%	4 / 5	90.0%	9 / 10	90.9%	10 / 11	100.0%	5 / 5	75.0%	3 / 4	100.0%	1 / 1	100.0%	6 / 6
Prefer not to say / Unknown	95.8%	46 / 48	80.5%	33 / 41	75.5%	71 / 94	74.5%	70 / 94	92.2%	71 / 77	91.5%	129 / 141	96.1%	73 / 76	95.8%	182 / 190	87.6%	170 / 194	94.0%	94 / 100	97.4%	37 / 38
Overall Satisfaction (All Strands)	95.7%	244 / 255	85.4%	123 / 144	77.2%	372 / 482	70.7%	181 / 256	97.9%	470 / 480	89.4%	751 / 840	94.4%	453 / 480	97.1%	477 / 491	85.6%	409 / 478	94.3%	317 / 336	95.2%	217 / 228

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%	3 / 3	-	0 / 0	-	0 / 0	50.0%	1 / 2	100.0%	3 / 3	50.0%	1 / 2	100.0%	2 / 2	-	0 / 0	100.0%	1 / 1	-	0 / 0	-	0 / 0
No	95.5%	234 / 245	87.1%	101 / 116	77.0%	348 / 452	71.2%	141 / 198	98.2%	442 / 450	89.2%	719 / 806	94.4%	440 / 466	97.7%	346 / 354	84.4%	270 / 320	94.2%	258 / 274	93.5%	130 / 139
Prefer not to say / Unknown	100.0%	7 / 7	78.6%	22 / 28	80.0%	24 / 30	69.6%	39 / 56	92.6%	25 / 27	96.9%	31 / 32	91.7%	11 / 12	95.6%	131 / 137	87.9%	138 / 157	95.2%	59 / 62	97.8%	87 / 89
Overall Satisfaction (All Strands)	95.7%	244 / 255	85.4%	123 / 144	77.2%	372 / 482	70.7%	181 / 256	97.9%	470 / 480	89.4%	751 / 840	94.4%	453 / 480	97.1%	477 / 491	85.6%	409 / 478	94.3%	317 / 336	95.2%	217 / 228

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	94.9%	129 / 136	83.6%	46 / 55	84.0%	168 / 200	67.6%	46 / 68	98.5%	195 / 198	89.2%	306 / 343	94.7%	180 / 190	96.4%	135 / 140	83.3%	135 / 162	94.7%	108 / 114	95.2%	100 / 105
No disability	96.5%	109 / 113	90.0%	54 / 60	73.0%	176 / 241	72.2%	91 / 126	97.6%	247 / 253	88.9%	408 / 459	94.1%	255 / 271	98.6%	204 / 207	84.8%	134 / 158	94.2%	146 / 155	96.5%	55 / 57
Prefer not to say / Unknown	100.0%	6 / 6	79.3%	23 / 29	68.3%	28 / 41	71.0%	44 / 62	96.6%	28 / 29	97.4%	37 / 38	94.7%	18 / 19	95.8%	138 / 144	88.6%	140 / 158	94.0%	63 / 67	93.9%	62 / 66
Overall Satisfaction (All Strands)	95.7%	244 / 255	85.4%	123 / 144	77.2%	372 / 482	70.7%	181 / 256	97.9%	470 / 480	89.4%	751 / 840	94.4%	453 / 480	97.1%	477 / 491	85.6%	409 / 478	94.3%	317 / 336	95.2%	217 / 228