

# Customer Satisfaction Results



## Repairs & Maintenance

### Aids & Adaptations Survey Response

Key:

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

|                                                              | Sep-25 | Oct-25 | Nov-25 | Dec-25 | Jan-26 | Feb-26 | Mar-26 | 25/26  | Apr-26 | May-26 | Jun-26 | Jul-26 | Aug-26 | 26/27  |
|--------------------------------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| How satisfied were you with the overall adaptations service? | 91.2%  | 94.7%  | 100.0% | 92.9%  | 100.0% | 95.2%  | 91.7%  | 95.7%  | 90.5%  | 100.0% | 96.0%  | 100.0% | 93.3%  | 96.0%  |
| Was your home left clean and tidy?                           | 97.1%  | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 95.8%  | 98.4%  | 100.0% | 92.9%  | 96.0%  | 95.8%  | 93.3%  | 96.0%  |
| Was your adaptation completed as we arranged?                | 85.3%  | 94.7%  | 93.8%  | 100.0% | 100.0% | 90.5%  | 95.8%  | 95.3%  | 90.5%  | 78.6%  | 92.0%  | 100.0% | 93.3%  | 91.9%  |
| Did the staff who worked in your home show you their ID?     | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| How satisfied were you with the level of contact provided?   | 91.2%  | 94.7%  | 100.0% | 100.0% | 94.7%  | 90.5%  | 95.8%  | 95.3%  | 95.2%  | 100.0% | 96.0%  | 95.8%  | 93.3%  | 96.0%  |
| How satisfied are you with the information and advice?       | 91.2%  | 89.5%  | 100.0% | 100.0% | 100.0% | 95.2%  | 87.5%  | 93.7%  | 95.2%  | 100.0% | 96.0%  | 95.8%  | 93.3%  | 96.0%  |
| Number of surveys                                            | 34     | 19     | 16     | 14     | 19     | 21     | 24     | 255    | 21     | 14     | 25     | 24     | 15     | 99     |

# Day to Day Repairs Survey Response

Key:

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

|                                                                                                                                                                | Sep-25 | Oct-25 | Nov-25 | Dec-25 | Jan-26 | Feb-26 | Mar-26 | 25/26 | Apr-26 | May-26 | Jun-26 | Jul-26 | Aug-26 | 26/27 |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|--------|--------|--------|--------|--------|--------|-------|--------|--------|--------|--------|--------|-------|
| How satisfied were you with the overall repair?                                                                                                                | 91.1%  | 87.5%  | 95.1%  | 86.5%  | 85.9%  | 91.4%  | 81.4%  | 89.4% | 87.1%  | 86.3%  | 87.0%  | 83.0%  | 91.1%  | 86.9% |
| Was the repair completed right first time?                                                                                                                     | 90.9%  | 82.4%  | 90.0%  | 50.0%  | 65.2%  | 88.2%  | 91.7%  | 77.6% | 93.3%  | 70.6%  | 100.0% | 75.0%  | 75.0%  | 78.9% |
| Was your home left clean and tidy?                                                                                                                             | 98.3%  | 95.8%  | 95.1%  | 94.6%  | 98.6%  | 98.6%  | 94.3%  | 96.9% | 94.3%  | 93.2%  | 95.7%  | 90.4%  | 100.0% | 94.6% |
| Did the operative contact you, that they were on the way to carry out your repair?                                                                             | -      | -      | -      | 87.5%  | 92.8%  | 92.4%  | 82.5%  | 89.1% | 89.8%  | 81.0%  | 81.8%  | 88.5%  | 97.2%  | 88.9% |
| After the operative visited, were you informed whether the repair was fully completed? If further work was needed, were you told what the next steps would be? | -      | -      | -      | 89.7%  | 92.9%  | 95.7%  | 93.8%  | 93.6% | 92.3%  | 86.8%  | 85.7%  | 93.3%  | 98.9%  | 92.7% |
| How satisfied were you with the operative(s) who carried out the works?                                                                                        | 94.8%  | 98.6%  | 100.0% | 86.5%  | 94.4%  | 97.1%  | 95.7%  | 96.1% | 92.9%  | 87.7%  | 78.3%  | 91.5%  | 100.0% | 92.3% |
| Number of surveys                                                                                                                                              | 56     | 72     | 41     | 37     | 71     | 70     | 70     | 840   | 70     | 73     | 23     | 94     | 90     | 350   |

# Gas Repairs Survey Response

Key:

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

|                                                                         | Sep-25 | Oct-25 | Nov-25 | Dec-25 | Jan-26 | Feb-26 | Mar-26 | 25/26 | Apr-26 | May-26 | Jun-26 | Jul-26 | Aug-26 | 26/27 |
|-------------------------------------------------------------------------|--------|--------|--------|--------|--------|--------|--------|-------|--------|--------|--------|--------|--------|-------|
| How satisfied were you with the overall repair?                         | 94.4%  | 97.6%  | 95.0%  | 91.7%  | 91.3%  | 93.0%  | 91.9%  | 94.4% | 94.7%  | 91.4%  | 87.8%  | 88.9%  | 95.0%  | 91.6% |
| Was your home left clean and tidy?                                      | 100.0% | 100.0% | 90.0%  | 97.2%  | 100.0% | 97.7%  | 100.0% | 97.9% | 100.0% | 100.0% | 95.1%  | 100.0% | 100.0% | 98.9% |
| How satisfied were you with the operative(s) who carried out the works? | 97.2%  | 100.0% | 97.5%  | 97.2%  | 97.8%  | 97.7%  | 100.0% | 97.9% | 97.4%  | 100.0% | 97.6%  | 100.0% | 100.0% | 98.9% |
| Was the repair completed first time?                                    | 77.8%  | 76.2%  | 72.5%  | 75.0%  | 69.6%  | 81.4%  | 78.4%  | 76.2% | 81.6%  | 71.4%  | 73.2%  | 88.9%  | 80.0%  | 78.9% |
| If not complete, did the Operative explain why?                         | 75.0%  | 90.0%  | 100.0% | 77.8%  | 85.7%  | 62.5%  | 87.5%  | 83.3% | 100.0% | 100.0% | 81.8%  | 100.0% | 87.5%  | 92.5% |
| Number of surveys                                                       | 36     | 42     | 40     | 36     | 46     | 43     | 37     | 480   | 38     | 35     | 41     | 36     | 40     | 190   |

# Gas Servicing Survey Response

Key:

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

|                                                                         | Sep-25 | Oct-25 | Nov-25 | Dec-25 | Jan-26 | Feb-26 | Mar-26 | 25/26 | Apr-26 | May-26 | Jun-26 | Jul-26 | Aug-26 | 26/27 |
|-------------------------------------------------------------------------|--------|--------|--------|--------|--------|--------|--------|-------|--------|--------|--------|--------|--------|-------|
| How satisfied were you with the overall service?                        | 92.5%  | 98.0%  | 95.8%  | 92.1%  | 100.0% | 100.0% | 100.0% | 97.1% | 100.0% | 93.6%  | 97.0%  | 93.3%  | 98.3%  | 96.7% |
| Was your home left clean and tidy?                                      | 95.0%  | 96.0%  | 97.9%  | 97.4%  | 100.0% | 100.0% | 95.9%  | 98.0% | 100.0% | 100.0% | 100.0% | 90.0%  | 100.0% | 98.6% |
| How satisfied were you with the operative(s) who carried out the works? | 92.5%  | 98.0%  | 93.8%  | 94.7%  | 100.0% | 100.0% | 98.0%  | 97.6% | 100.0% | 95.7%  | 100.0% | 93.3%  | 98.3%  | 97.6% |
| Do you consider the work to be completed?                               | 95.0%  | 98.0%  | 97.9%  | 89.2%  | 100.0% | 100.0% | 100.0% | 97.9% | 100.0% | 95.7%  | 97.0%  | 96.7%  | 100.0% | 98.1% |
| If not, did the Operative explain why?                                  | 100.0% | 100.0% | 100.0% | 66.7%  | -      | -      | -      | 77.8% | -      | 50.0%  | -      | 0.0%   | -      | 33.3% |
| Number of surveys                                                       | 40     | 50     | 48     | 38     | 28     | 22     | 49     | 491   | 42     | 47     | 33     | 30     | 58     | 210   |

# Cleaning Services Survey Response

Key:

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

|                                                                         | Sep-25 | Oct-25 | Nov-25 | Dec-25 | Jan-26 | Feb-26 | Mar-26 | 25/26 | Apr-26 | May-26 | Jun-26 | Jul-26 | Aug-26 | 26/27 |
|-------------------------------------------------------------------------|--------|--------|--------|--------|--------|--------|--------|-------|--------|--------|--------|--------|--------|-------|
| How satisfied were you with the overall cleaning service?               | 64.1%  | 73.5%  | 82.9%  | 84.4%  | 86.0%  | 73.3%  | 82.9%  | 77.2% | 91.4%  | 82.9%  | 71.4%  | 61.5%  | 53.3%  | 72.4% |
| Do the operatives attend regularly?                                     | 72.7%  | 88.4%  | 96.7%  | 96.7%  | 97.6%  | 92.3%  | 94.4%  | 91.3% | 96.7%  | 100.0% | 79.2%  | 90.6%  | 68.0%  | 88.0% |
| How satisfied were you with the operative(s) who carried out the works? | 85.7%  | 85.1%  | 91.2%  | 90.6%  | 91.3%  | 96.2%  | 86.8%  | 84.5% | 90.9%  | 91.4%  | 78.8%  | 87.5%  | 94.1%  | 88.0% |
| Number of surveys                                                       | 39     | 49     | 41     | 32     | 50     | 30     | 41     | 482   | 35     | 35     | 35     | 39     | 30     | 174   |

# Grounds Maintenance Survey Response

Key:

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

|                                                                             | Sep-25 | Oct-25 | Nov-25 | Dec-25 | Jan-26 | Feb-26 | Mar-26 | 25/26 | Apr-26 | May-26 | Jun-26 | Jul-26 | Aug-26 | 26/27 |
|-----------------------------------------------------------------------------|--------|--------|--------|--------|--------|--------|--------|-------|--------|--------|--------|--------|--------|-------|
| How satisfied were you with the overall Grounds Maintenance service?        | 80.4%  | 87.8%  | 87.5%  | 90.9%  | 85.5%  | 81.1%  | 95.0%  | 85.6% | 85.7%  | 94.3%  | 100.0% | 94.6%  | 90.9%  | 93.1% |
| Are the communal gardens maintained, and paths cleared of litter regularly? | 94.4%  | -      | -      | -      | -      | -      | 100.0% | 95.2% | 100.0% | 100.0% | 100.0% | 95.7%  | 85.7%  | 97.0% |
| How satisfied were you with the operative(s) who carried out the works?     | 97.5%  | 95.6%  | 97.1%  | 100.0% | 86.3%  | 93.3%  | 100.0% | 91.6% | 100.0% | 100.0% | 100.0% | 97.3%  | 90.0%  | 98.0% |
| Number of surveys                                                           | 46     | 49     | 40     | 22     | 55     | 37     | 40     | 478   | 35     | 35     | 34     | 37     | 33     | 174   |

# Home Improvement Survey Response

Key:

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

|                                                                          | Sep-25 | Oct-25 | Nov-25 | Dec-25 | Jan-26 | Feb-26 | Mar-26 | 25/26 | Apr-26 | May-26 | Jun-26 | Jul-26 | Aug-26 | 26/27 |
|--------------------------------------------------------------------------|--------|--------|--------|--------|--------|--------|--------|-------|--------|--------|--------|--------|--------|-------|
| How satisfied were you with the overall quality of the improvement work? | 100.0% | 97.0%  | 94.1%  | 83.3%  | 97.1%  | 92.9%  | 100.0% | 94.3% | 100.0% | 93.8%  | 96.0%  | 96.4%  | 92.9%  | 95.7% |
| Did we attend the property when we said we would?                        | 100.0% | 96.9%  | 100.0% | 95.7%  | 100.0% | 100.0% | 100.0% | 98.3% | 85.2%  | 96.7%  | 100.0% | 96.3%  | 96.4%  | 94.9% |
| Was your home left clean and tidy?                                       | 94.1%  | 97.0%  | 91.2%  | 91.7%  | 97.1%  | 92.9%  | 100.0% | 93.2% | 96.4%  | 96.9%  | 100.0% | 100.0% | 96.4%  | 97.9% |
| How satisfied were you with the operative(s) who carried out the works?  | 100.0% | 100.0% | 94.1%  | 91.7%  | 100.0% | 92.9%  | 100.0% | 96.7% | 96.4%  | 93.8%  | 100.0% | 100.0% | 100.0% | 97.9% |
| Number of surveys                                                        | 17     | 33     | 34     | 24     | 34     | 28     | 28     | 336   | 28     | 32     | 25     | 28     | 28     | 141   |