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%	

	Dec-25	Jan-26	Feb-26	Mar-26	25/26	Apr-26	May-26	Jun-26	Jul-26	Aug-26	Sep-26	Oct-26	26/27
How satisfied were you with the way your call was handled?	95.0%	97.5%	100.0%	95.0%	97.9%	100.0%	100.0%	100.0%	97.5%	100.0%	100.0%	97.9%	99.3%
How satisfied were you with the advisor(s) who carried out the call?	97.5%	97.5%	100.0%	97.5%	98.1%	100.0%	100.0%	94.9%	100.0%	100.0%	97.4%	95.8%	97.6%
Was the advisor you spoke to well informed, and have good knowledge of your enquiry?	90.0%	97.5%	100.0%	97.5%	97.1%	97.5%	97.6%	94.9%	100.0%	100.0%	97.4%	95.8%	97.6%
How satisfied were you with the outcome of your call?	85.0%	100.0%	97.5%	92.5%	93.3%	95.0%	95.1%	92.3%	97.4%	95.0%	94.9%	97.9%	95.1%
Were you happy with the length of time it took to answer your call?	89.7%	94.9%	95.0%	97.4%	93.0%	87.2%	89.5%	94.6%	94.9%	78.4%	83.8%	87.0%	87.9%
Are the current opening hours convenient for you?	95.0%	100.0%	100.0%	100.0%	99.2%	100.0%	97.6%	100.0%	95.0%	100.0%	87.2%	93.8%	96.2%
Number of surveys	40	40	40	40	480	40	41	39	40	40	39	48	287

New Tenant Survey Response

Key:

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

	Dec-25	Jan-26	Feb-26	Mar-26	25/26	Apr-26	May-26	Jun-26	Jul-26	Aug-26	Sep-26	Oct-26	26/27
How satisfied were you overall lettings service?	100.0%	95.2%	88.9%	100.0%	95.2%	100.0%	100.0%	95.2%	100.0%	90.0%	100.0%	96.3%	97.1%
How satisfied are you with the condition of the property	93.3%	85.7%	66.7%	100.0%	85.6%	83.3%	88.9%	95.0%	92.3%	100.0%	100.0%	88.9%	92.6%
Do you feel like you received enough support during the lettings process?	100.0%	90.5%	88.9%	90.9%	91.3%	94.7%	88.9%	95.2%	93.8%	90.0%	94.7%	92.6%	92.9%
When you moved into your home, were you given information about safeguarding?	54.5%	62.5%	71.4%	75.0%	54.9%	58.3%	50.0%	83.3%	45.5%	88.9%	81.8%	78.3%	72.0%
Number of surveys	15	21	9	11	228	19	18	21	16	20	19	27	140

ASB Survey Response

Key:

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

	Dec-25	Jan-26	Feb-26	Mar-26	25/26	Apr-26	May-26	Jun-26	Jul-26	Aug-26	Sep-26	Oct-26	26/27
Overall satisfaction with ASB case handling	90.9%	85.7%	76.2%	68.4%	85.4%	72.7%	81.8%	81.3%	100.0%	25.0%	100.0%	91.7%	86.8%
Did you agree an action plan and receive regular updates from your investigating officer?	100.0%	85.7%	73.7%	86.7%	88.0%	75.0%	90.9%	86.7%	100.0%	33.3%	100.0%	83.3%	89.4%
Do you feel that you received adequate support during the case?	100.0%	85.7%	62.5%	70.6%	85.7%	70.0%	80.0%	81.3%	100.0%	33.3%	100.0%	91.7%	87.5%
Are you satisfied with the outcome of your case?	90.9%	85.7%	66.7%	63.2%	82.6%	72.7%	81.8%	87.5%	100.0%	25.0%	100.0%	91.7%	87.9%
Number of surveys	11	7	21	19	144	11	11	16	18	4	19	12	91

Complaint Feedback Survey Response

Key:

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

	Dec-25	Jan-26	Feb-26	Mar-26	25/26	Apr-26	May-26	Jun-26	Jul-26	Aug-26	Sep-26	Oct-26	26/27
How satisfied are with the way your Investigating Officer dealt with your complaint?	64.3%	53.3%	93.1%	59.1%	70.7%	57.1%	52.4%	76.2%	90.5%	95.7%	94.7%	90.5%	79.6%
Did you find it easy to register your complaint with us?	92.3%	86.7%	82.8%	77.3%	86.8%	70.0%	81.0%	88.9%	81.0%	87.0%	94.7%	90.5%	84.6%
Were you satisfied with the overall outcome of your complaint?	53.8%	38.5%	70.4%	40.0%	51.4%	31.6%	41.2%	58.8%	60.0%	81.0%	50.0%	63.2%	55.7%
Were you satisfied with work or action agreed following the closure of your complaint?	58.3%	50.0%	72.0%	55.0%	57.0%	35.0%	43.8%	62.5%	83.3%	81.0%	91.7%	100.0%	69.2%
Are you satisfied with the contact from your Investigating Officer?	64.3%	64.3%	96.3%	76.2%	77.3%	61.9%	52.4%	71.4%	100.0%	95.7%	100.0%	89.5%	81.4%
Number of surveys	14	15	29	22	256	21	21	21	21	23	19	21	147

Independent Living Survey Response

Key:

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

	Dec-25	Jan-26	Feb-26	Mar-26	25/26	Apr-26	May-26	Jun-26	Jul-26	Aug-26	Sep-26	Oct-26	26/27
Overall satisfaction with the Independent Living service	100.0%	100.0%	92.3%	93.8%	95.3%	100.0%	95.7%	100.0%	96.9%	100.0%	92.0%	88.9%	96.3%
Satisfaction with the service provided by your Independent Living Officer?	100.0%	100.0%	100.0%	100.0%	96.4%	100.0%	100.0%	100.0%	100.0%	100.0%	92.0%	94.4%	98.1%
Do you receive a morning call from a member of staff? [Retirement Housing]	100.0%	87.5%	100.0%	100.0%	88.9%	100.0%	100.0%	100.0%	100.0%	75.0%	100.0%	87.5%	94.7%
Do you receive a visit every two weeks (at a minimum)?	90.0%	94.4%	100.0%	75.0%	87.8%	87.0%	82.6%	100.0%	93.8%	83.3%	88.0%	94.4%	89.4%
If 'No', did you receive a call instead?	100.0%	100.0%	-	100.0%	76.5%	100.0%	100.0%	-	50.0%	100.0%	66.7%	100.0%	88.2%
Does the service help you live independently?	90.0%	83.3%	100.0%	87.5%	91.0%	95.7%	91.3%	100.0%	87.5%	95.8%	84.0%	94.4%	91.9%
Do the surroundings & facilities help you to live independently? [Retirement Housing]	100.0%	100.0%	66.7%	100.0%	92.7%	100.0%	100.0%	100.0%	90.0%	100.0%	100.0%	87.5%	96.5%

The Independent Living Survey results are continued on the next page…

	Dec-25	Jan-26	Feb-26	Mar-26	25/26	Apr-26	May-26	Jun-26	Jul-26	Aug-26	Sep-26	Oct-26	26/27
Satisfaction with the safety and security of your home?	100.0%	100.0%	92.3%	81.3%	94.2%	100.0%	100.0%	100.0%	87.5%	100.0%	88.0%	100.0%	95.7%
Satisfaction with emergency call service?	-	100.0%	50.0%	80.0%	84.4%	100.0%	85.7%	100.0%	100.0%	100.0%	100.0%	100.0%	97.2%
Was the person who dealt with your call helpful and easy to speak to?	-	100.0%	100.0%	80.0%	88.9%	100.0%	85.7%	100.0%	100.0%	100.0%	100.0%	66.7%	94.4%
How would you rate the quality of service from the emergency call service?	-	100.0%	100.0%	80.0%	84.4%	100.0%	85.7%	100.0%	100.0%	100.0%	100.0%	100.0%	97.2%
Number of surveys	10	18	13	16	278	23	23	16	32	24	25	18	161