OneVision HOUSING

Equality *and* Diversity

Customer Experience Data Insight Report

2026/27 (Mid-Year)



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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 2026/27 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 most service areas, including instances of 100% satisfaction in surveys such as Aids & Adaptations, Anti-Social Behaviour, Cleaning, Grounds Maintenance, and Customer Service Centre. Responses from Ethnic Minority customers remain a smaller proportion of overall survey returns, but these results are very encouraging, nonetheless.

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

- Day to Day Repairs: Satisfaction was 85.7% against a 95% target (6 out of 7 responses).
- Home Improvement: Satisfaction was also 85.7% against a 95% target (6 out of 7 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 eight of the service areas, though four of these still exceeded the target set for these surveys. Differences were generally moderate. The surveys below are highlighted for their differences:

- Grounds Maintenance: Female satisfaction was 89.4% compared to 97.1% for males.
- Home Improvement: Female satisfaction was 94.4% compared to 98.3% for males.

Male customers reported slightly lower satisfaction in some areas, including Aids & Adaptations and Gas Repairs, but the difference was small. More notable differences are below:

- Antisocial Behaviour: Male satisfaction was 81.3% compared to 88.1% for females.
- Complaint Feedback: Male satisfaction was 71.8% compared to 80.2% for females.

It is worth noting that female customers (65.6%) completed a higher proportion of surveys overall, accounting for the majority of respondent data.

Sexual Orientation

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

- Aids & Adaptations, New Tenant, Complaint Feedback, Customer Service Centre, and Grounds Maintenance. Each of these surveys achieved 100% satisfaction from LGBTQ+ customers.

Only one area received a lower level of satisfaction, which is the following survey:

- Cleaning Services: Satisfaction was 60.0% (6 out of 10 responses).

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

Transgender

Responses from transgender customers have been limited across the surveys for year-to-date 2026/27. Where responses have been received, customer perception was extremely high, with all services reporting 100% satisfaction. This included 100% satisfaction with Aids & Adaptations, Complaint Feedback, and Day to Day Repairs (amongst others).

Disability

Customers with a disability reported slightly lower satisfaction across seven surveys when compared to those without a disability, with only four falling below the satisfaction target. Two of these were a relatively minor difference.

Services which had noticeably lower satisfaction are the following:

- Antisocial Behaviour: 80.6% satisfaction for customers with a disability (29/36). Satisfaction was at 93.5% for those without a disability (29/31).
- Complaint Feedback: 73.8% satisfaction for customers with a disability (31/42). 80.3% for those without a disability (57/71).

For many services, the difference in satisfaction between customers with and without a disability was within a modest range.

Complaints

Female customers accounted for the majority of complaints (58.0% at Stage One), followed by males representing a smaller proportion (28.2%). Customers in the Prefer not to say / unknown category was (13.8%).

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 2.8% (11 in total) and 2.6% for Stage Two (4). This is compared to 4.5% of all 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 33.9% of Stage One complaints and 37.5% of Stage Two complaints, compared to 37.9% of customers overall.

Of customers who are Transgender, 1.0% have made a Stage One complaint in 2026/27 year-to-date. This is only four in total but is higher than the proportion of OVH tenants who are Transgender, which is 0.3% (33 in total).

Lettings

The proportion of new lettings shows variation across demographic groups.

- Ethnic Minority customers accounted for 14.0% of social lettings, compared to 4.5% of the overall customer profile.
- The 25 - 44 age group represented the largest proportion of lettings, accounting for just over half of all new social tenancies (50.9%).
- A higher proportion of lets were made to Female customers (62.9%), which is consistent with the overall customer profile (62.3%).

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	14.0%	78	13.0%	12	4.5%	602
Non-Ethnic Minority	84.0%	467	82.6%	76	84.7%	11305
Prefer not to say / Unknown	2.0%	11	4.4%	4	10.8%	1436

Age

	Social Lettings		Commercial Lettings		OVH Customer (All)	
	Number	Percentage	Number	Percentage	Number	Percentage
16 - 24	17.8%	99	13.0%	12	3.6%	478
25 - 44	50.9%	283	68.5%	63	33.3%	4439
45 - 64	23.7%	132	17.4%	16	38.1%	5081
65+	7.4%	41	1.1%	1	24.8%	3312
Prefer not to say / Unknown	0.2%	1	0.0%	0	0.2%	33

Transgender

	Social Lettings		Commercial Lettings		OVH Customer (All)	
	Number	Percentage	Number	Percentage	Number	Percentage
Yes	0.0%	0	0.0%	0	0.3%	33
No	0.9%	5	0.0%	0	48.8%	6515
Prefer not to say / Unknown	99.1%	551	100.0%	92	50.9%	6795

Gender

	Social Lettings		Commercial Lettings		OVH Customer (All)	
	Number	Percentage	Number	Percentage	Number	Percentage
Female	62.9%	350	64.1%	59	62.3%	8315
Male	34.5%	192	32.6%	30	37.1%	4949
Prefer not to say / Unknown	2.6%	14	3.3%	3	0.6%	79

Religion

	Social Lettings		Commercial Lettings		OVH Customer (All)	
	Number	Percentage	Number	Percentage	Number	Percentage
Christian	42.6%	237	51.1%	47	53.8%	7182
No Religion	37.1%	206	21.7%	20	27.8%	3708
Prefer not to say / Unknown	10.4%	58	7.6%	7	13.7%	1829
Other	1.3%	7	0.0%	0	1.5%	202
Muslim	5.4%	30	2.2%	2	1.9%	248
Buddhist	0.0%	0	0.0%	0	0.2%	31
Agnostic	0.3%	2	8.7%	8	0.4%	56
Atheist	2.7%	15	8.7%	8	0.4%	57
Hindu	0.0%	0	0.0%	0	0.2%	15
Jewish	0.2%	1	0.0%	0	0.04%	5
Sikhism	0.0%	0	0.0%	0	0.02%	3
Bahai	0.0%	0	0.0%	0	0.02%	3
Paganism	0.0%	0	0.0%	0	0.01%	2
Jehovah's Witness	0.0%	0	0.0%	0	0.01%	1
Mormon	0.0%	0	0.0%	0	0.01%	1

Sexual Orientation

	Social Lettings		Commercial Lettings		OVH Customer (All)	
	Number	Percentage	Number	Percentage	Number	Percentage
Heterosexual	91.2%	507	92.4%	85	85.4%	11393
LGBTQ+	2.2%	12	2.2%	2	2.1%	276
Prefer not to say / Unknown	6.6%	37	5.4%	5	12.5%	1674

Disability

	Social Lettings		Commercial Lettings		OVH Customer (All)	
	Number	Percentage	Number	Percentage	Number	Percentage
Yes	43.3%	241	16.3%	15	37.9%	5055
No disability	50.2%	279	71.7%	66	61.4%	8199
Prefer not to say / Unknown	6.5%	36	12.0%	11	0.7%	89

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	4.2%	11693	16.0%	77645	4.5%	602
Non-Ethnic Minority	95.8%	267540	84.0%	408443	84.7%	11305
Prefer not to say/unknown	0.0%	0	0.0%	0	10.8%	1436

Age

	Sefton Area		Liverpool Area		OVH Customer (All)	
	Number	Percentage	Number	Percentage	Number	Percentage
16 - 24	10.6%	24562	19.5%	78456	3.6%	478
25 - 49	35.1%	81461	40.4%	162885	43.0%	5739
50 - 64	26.5%	61604	21.7%	87356	28.3%	3781
65+	27.8%	64763	18.4%	74322	24.9%	3312
Prefer not to say/unknown	0.0%	0	0.0%	0	0.2%	33

**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	0.3%	659	0.6%	2256	0.3%	33
No	95.2%	221309	93.4%	376319	48.8%	6515
Prefer not to say/unknown	4.5%	10422	6.0%	24451	50.9%	6795

Gender

	Sefton Area		Liverpool Area		OVH Customer (All)	
	Number	Percentage	Number	Percentage	Number	Percentage
Female	51.6%	143990	51.3%	249460	62.3%	8315
Male	48.4%	135243	48.7%	236628	37.1%	4949
Prefer not to say / unknown	0.0%	0	0.0%	0	0.6%	79

Religion

	Sefton Area		Liverpool Area		OVH Customer (All)	
	Number	Percentage	Number	Percentage	Number	Percentage
Christian	64.4%	179806	57.3%	278330	53.8%	7182
No Religion	28.6%	79905	29.4%	142994	27.8%	3708
Prefer not to say / Unknown	5.0%	14012	5.9%	28639	13.7%	1829
Other	0.4%	980	0.4%	1991	1.5%	202
Muslim	0.8%	2257	5.3%	25756	1.9%	248
Buddhist	0.2%	681	0.4%	2128	0.3%	31
Agnostic	0.0%	0	0.0%	0	0.4%	56
Atheist	0.0%	0	0.0%	0	0.4%	57
Hindu	0.5%	1095	0.8%	3802	0.1%	15
Jewish	0.1%	364	0.4%	1807	0.04%	5
Sikhism	0.0%	133	0.1%	641	0.02%	3
Bahai	0.0%	0	0.0%	0	0.02%	3
Paganism	0.0%	0	0.0%	0	0.01%	2
Jehovah's Witness	0.0%	0	0.0%	0	0.01%	1
Mormon	0.0%	0	0.0%	0	0.01%	1

Sexual Orientation

	Sefton Area		Liverpool Area		OVH Customer (All)	
	Number	Percentage	Number	Percentage	Number	Percentage
Heterosexual	91.4%	212421	88.0%	354781	85.4%	11393
LGBTQ+	2.5%	5720	4.4%	17535	2.1%	276
Prefer not to say / unknown	6.1%	14151	7.5%	30444	12.5%	1674
Asexual	0.0%	98	0.1%	266	0.0%	0

Disability

	Sefton Area		Liverpool Area		OVH Customer (All)	
	Number	Percentage	Number	Percentage	Number	Percentage
Yes	28.8%	80392	27.7%	134612	37.9%	5055
No disability	71.2%	198842	72.3%	351476	61.4%	8199
Prefer not to say/unknown	0.0%	0	0.0%	0	0.7%	89

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	
	Percentage	Number	Percentage	Number
Ethnic Minority	6.0%	10	6.3%	50
Non-Ethnic Minority	92.8%	155	92.9%	734
Prefer not to say/unknown	1.2%	2	0.8%	6

Age

	OVH Staff		Sovini Group Staff	
	Percentage	Number	Percentage	Number
16 - 24	3.0%	5	11.3%	89
25 - 44	46.1%	77	46.6%	368
45 - 64	48.5%	81	39.1%	309
65+	2.4%	4	3.0%	24
Prefer not to say / Unknown	0.0%	0	0.0%	0

Transgender

	OVH Staff		Sovini Group Staff	
	Percentage	Number	Percentage	Number
Yes	0.0%	0	0.0%	0
No	98.8%	165	97.5%	770
Prefer not to say / Unknown	1.2%	2	2.5%	20

Gender

	OVH Staff		Sovini Group Staff	
	Percentage	Number	Percentage	Number
Female	65.9%	110	65.9%	273
Male	34.1%	57	34.1%	517
Prefer not to say / Unknown	0.0%	0	0.0%	0

Religion

	OVH Staff		Sovini Group Staff	
	Percentage	Number	Percentage	Number
Christian	74.9%	125	66.5%	525
No religion	16.2%	27	19.4%	153
Atheist	4.8%	8	7.5%	59
Agnostic	1.7%	3	1.6%	13
Other	1.2%	2	0.9%	7
Prefer not to say/Unknown	1.2%	2	3.0%	24
Confucianism	0.0%	0	0.1%	1
Islam - Shiite	0.0%	0	0.1%	1
Islam - Sunni	0.0%	0	0.5%	4
Hinduism	0.0%	0	0.3%	2
Buddhist - Mahayana	0.0%	0	0.1%	1

Sexual Orientation

	OVH Staff		Sovini Group Staff	
	Percentage	Number	Percentage	Number
Heterosexual	94.0%	157	93.5%	739
LGBTQ+	4.2%	7	3.4%	27
Prefer not to say / unknown	1.8%	3	3.1%	24

Disability

	OVH Staff		Sovini Group Staff	
	Percentage	Number	Percentage	Number
Yes	10.8%	18	7.3%	58
No	86.8%	145	87.5%	691
Prefer not to say / unknown	2.4%	4	5.2%	41

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	2.8%	11	2.6%	4	4.5%	602
Non-Ethnic Minority	75.6%	292	76.3%	116	84.7%	11305
Prefer not to say / Unknown	21.6%	83	21.1%	32	10.8%	1436

Age

	Stage 1		Stage 2		OVH Customer (All)	
	Number	Percentage	Number	Percentage	Number	Percentage
16 - 24	3.9%	15	3.3%	5	3.6%	478
25 - 44	39.4%	152	46.7%	71	33.3%	4439
45 - 64	32.4%	125	28.9%	44	38.1%	5081
65+	10.6%	41	8.6%	13	24.8%	3312
Prefer not to say / Unknown	13.7%	53	12.5%	19	0.2%	33

Transgender

	Stage 1		Stage 2		OVH Customer (All)	
	Number	Percentage	Number	Percentage	Number	Percentage
Yes	1.0%	4	2.0%	3	0.3%	33
No	49.3%	190	51.3%	78	48.8%	6515
Prefer not to say/unknown	49.7%	192	46.7%	71	50.9%	6795

Gender

	Stage 1		Stage 2		OVH Customer (All)	
	Number	Percentage	Number	Percentage	Number	Percentage
Female	58.0%	224	59.2%	90	62.3%	8315
Male	28.2%	109	28.3%	43	37.1%	4949
Prefer not to say / unknown	13.8%	53	12.5%	19	0.6%	79

Religion

	Stage 1		Stage 2		OVH Customer (All)	
	Number	Percentage	Number	Percentage	Number	Percentage
Christian	38.9%	150	38.8%	59	53.8%	7182
No Religion	30.8%	119	30.3%	46	27.8%	3708
Prefer not to say / Unknown	28.5%	110	29.5%	45	13.7%	1829
Agnostic	0.6%	3	0.7%	1	0.4%	56
Other	0.3%	1	0.0%	0	1.5%	202
Muslim	0.3%	1	0.0%	0	1.9%	248
Jewish	0.3%	1	0.7%	1	0.03%	5
Jehovah's Witness	0.3%	1	0.0%	0	0.01%	1
Buddhist	0.0%	0	0.0%	0	0.2%	31
Atheist	0.0%	0	0.0%	0	0.4%	57
Hindu	0.0%	0	0.0%	0	0.2%	15
Sikhism	0.0%	0	0.0%	0	0.02%	3
Bahai	0.0%	0	0.0%	0	0.02%	3
Paganism	0.0%	0	0.0%	0	0.01%	2
Mormon	0.0%	0	0.0%	0	0.01%	1

Sexual Orientation

	Stage 1		Stage 2		OVH Customer (All)	
	Number	Percentage	Number	Percentage	Number	Percentage
Heterosexual	72.8%	281	68.4%	104	85.4%	11393
LGBTQ+	2.1%	8	3.3%	5	2.1%	276
Prefer not to say / unknown	25.1%	97	28.3%	43	12.5%	1674

Disability

	Stage 1		Stage 2		OVH Customer (All)	
	Number	Percentage	Number	Percentage	Number	Percentage
Yes	33.9%	131	37.5%	57	37.9%	5055
No disability	50.3%	194	47.4%	72	61.4%	8199
Prefer not to say/unknown	15.8%	61	15.1%	23	0.7%	89

06
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 (Target 95%)		Antisocial Behaviour (Target 90%)		Cleaning Services (Target 80%)		Complaint Feedback (Target 75%)		Customer Service Centre (Target 95%)		Day to Day Repair (Target 95%)		Gas Repair (Target 95%)		Gas Servicing (Target 95%)		Grounds Maintenance (Target 80%)		Home Improvement (Target 95%)		New Tenant (Target 95%)		Independent Living (Target 97%)	
Ethnic Minority	100.0%	2 / 2	100.0%	10 / 10	100.0%	6 / 6	75.0%	3 / 4	100.0%	4 / 4	85.7%	6 / 7	100.0%	5 / 5	100.0%	2 / 2	100.0%	2 / 2	85.7%	6 / 7	100.0%	6 / 6	100.0%	1 / 1
Non-Ethnic Minority	96.5%	111 / 115	85.5%	47 / 55	73.0%	127 / 174	79.0%	79 / 100	100.0%	206 / 206	88.7%	329 / 371	91.5%	184 / 201	96.7%	203 / 210	93.7%	179 / 191	95.9%	140 / 146	97.0%	97 / 100	96.9%	123 / 127
Prefer not to say / Unknown	100.0%	9 / 9	78.6%	11 / 14	83.3%	25 / 30	72.7%	16 / 22	96.6%	28 / 29	83.3%	35 / 42	95.5%	21 / 22	100.0%	27 / 27	88.2%	15 / 17	100.0%	16 / 16	100.0%	7 / 7	100.0%	15 / 15
Overall Satisfaction (All Strands)	96.8%	122 / 126	86.1%	68 / 79	75.2%	158 / 210	77.8%	98 / 126	99.6%	238 / 239	88.1%	370 / 420	92.1%	210 / 228	97.1%	232 / 239	93.3%	196 / 210	95.9%	162 / 169	97.3%	110 / 113	97.2%	139 / 143

Age

	Aids & Adaptations (Target 95%)		Antisocial Behaviour (Target 90%)		Cleaning Services (Target 80%)		Complaint Feedback (Target 75%)		Customer Service Centre (Target 95%)		Day to Day Repair (Target 95%)		Gas Repair (Target 95%)		Gas Servicing (Target 95%)		Grounds Maintenance (Target 80%)		Home Improvement (Target 95%)		New Tenant (Target 95%)		Independent Living (Target 97%)	
16 - 24	0.0%	0 / 0	100.0%	4 / 4	83.3%	10 / 12	100.0%	3 / 3	100.0%	1 / 1	81.8%	9 / 11	100.0%	2 / 2	100.0%	2 / 2	86.7%	13 / 15	100.0%	3 / 3	93.8%	15 / 16	-	0 / 0
25 - 44	90.9%	10 / 11	90.3%	28 / 31	77.5%	62 / 80	67.6%	25 / 37	100.0%	67 / 67	86.7%	111 / 128	85.5%	53 / 62	90.3%	28 / 31	93.0%	40 / 43	95.9%	47 / 49	100.0%	45 / 45	88.9%	8 / 9
45 - 64	96.1%	49 / 51	83.3%	20 / 24	71.1%	54 / 76	81.3%	39 / 48	100.0%	103 / 103	85.0%	130 / 153	93.3%	84 / 90	96.5%	110 / 114	93.9%	77 / 82	94.0%	63 / 67	94.6%	35 / 37	100.0%	35 / 35
65+	98.4%	61 / 62	77.8%	7 / 9	75.7%	28 / 37	84.0%	21 / 25	100.0%	67 / 67	94.3%	116 / 123	95.9%	70 / 73	100.0%	90 / 90	95.6%	65 / 68	97.7%	43 / 44	100.0%	10 / 10	96.8%	92 / 95
Prefer not to say / Unknown	100.0%	2 / 2	81.8%	9 / 11	80.0%	4 / 5	76.9%	10 / 13	0.0%	0 / 1	80.0%	4 / 5	100.0%	1 / 1	100.0%	2 / 2	50.0%	1 / 2	100.0%	6 / 6	100.0%	5 / 5	100.0%	4 / 4
Overall Satisfaction (All Strands)	96.8%	122 / 126	86.1%	68 / 79	75.2%	158 / 210	77.8%	98 / 126	99.6%	238 / 239	88.1%	370 / 420	92.1%	210 / 228	97.1%	232 / 239	93.3%	196 / 210	95.9%	162 / 169	97.3%	110 / 113	97.2%	139 / 143

Gender

	Aids & Adaptations (Target 95%)		Antisocial Behaviour (Target 90%)		Cleaning Services (Target 80%)		Complaint Feedback (Target 75%)		Customer Service Centre (Target 95%)		Day to Day Repair (Target 95%)		Gas Repair (Target 95%)		Gas Servicing (Target 95%)		Grounds Maintenance (Target 80%)		Home Improvement (Target 95%)		New Tenant (Target 95%)		Independent Living (Target 97%)	
Female	97.5%	77 / 79	88.1%	52 / 59	73.1%	79 / 108	80.2%	69 / 86	99.5%	188 / 189	87.3%	262 / 300	92.6%	151 / 163	97.5%	158 / 162	89.4%	93 / 104	94.4%	102 / 108	96.6%	56 / 58	96.2%	76 / 79
Male	95.6%	43 / 45	81.3%	13 / 16	77.3%	75 / 97	71.8%	28 / 39	100.0%	50 / 50	90.7%	107 / 118	90.6%	58 / 64	96.0%	72 / 75	97.1%	102 / 105	98.3%	58 / 59	98.1%	51 / 52	98.4%	62 / 63
Prefer not to say / Unknown	100.0%	2 / 2	75.0%	3 / 4	80.0%	4 / 5	100.0%	1 / 1	0.0%	0 / 0	50.0%	1 / 2	100.0%	1 / 1	100.0%	2 / 2	100.0%	1 / 1	100.0%	2 / 2	100.0%	3 / 3	100.0%	1 / 1
Overall Satisfaction (All Strands)	96.8%	122 / 126	86.1%	68 / 79	75.2%	158 / 210	77.8%	98 / 126	99.6%	238 / 239	88.1%	370 / 420	92.1%	210 / 228	97.1%	232 / 239	93.3%	196 / 210	95.9%	162 / 169	97.3%	110 / 113	97.2%	139 / 143

Religion

	Aids & Adaptations (Target 95%)		Antisocial Behaviour (Target 90%)		Cleaning Services (Target 80%)		Complaint Feedback (Target 75%)		Customer Service Centre (Target 95%)		Day to Day Repair (Target 95%)		Gas Repair (Target 95%)		Gas Servicing (Target 95%)		Grounds Maintenance (Target 80%)		Home Improvement (Target 95%)		New Tenant (Target 95%)		Independent Living (Target 97%)	
Buddhist	-	0 / 0	-	0 / 0	-	0 / 0	0.0%	0 / 0	100.0%	1 / 1	100.0%	1 / 1	-	0 / 0	100.0%	1 / 1	-	0 / 0	-	0 / 0	-	0 / 0	-	0 / 0
Christian	98.7%	77 / 78	80.6%	29 / 36	74.8%	86 / 115	80.6%	54 / 67	100.0%	144 / 144	88.4%	222 / 251	93.0%	132 / 142	96.6%	143 / 148	95.2%	120 / 126	95.3%	81 / 85	95.2%	40 / 42	97.9%	95 / 97
Muslim	100.0%	1 / 1	100.0%	1 / 1	75.0%	3 / 4	0.0%	0 / 0	-	0 / 0	75.0%	3 / 4	100.0%	1 / 1	100.0%	1 / 1	50.0%	1 / 2	100.0%	2 / 2	100.0%	1 / 1	-	0 / 0
Other	100.0%	3 / 3	-	0 / 0	33.3%	1 / 3	100.0%	2 / 2	100.0%	4 / 4	85.7%	6 / 7	75.0%	3 / 4	100.0%	3 / 3	100.0%	4 / 4	66.7%	2 / 3	100.0%	1 / 1	83.3%	5 / 6
No Religion	90.3%	28 / 31	100.0%	17 / 17	75.4%	43 / 57	74.1%	20 / 27	100.0%	63 / 63	85.9%	79 / 92	87.9%	51 / 58	95.8%	46 / 48	93.9%	46 / 49	96.2%	51 / 53	100.0%	47 / 47	95.5%	21 / 22
Prefer not to say / Unknown	100.0%	13 / 13	87.0%	20 / 23	80.6%	25 / 31	73.3%	22 / 30	96.2%	25 / 26	90.0%	54 / 60	100.0%	22 / 22	100.0%	38 / 38	85.7%	24 / 28	100.0%	25 / 25	94.7%	18 / 19	100.0%	18 / 18
Hindu	-	0 / 0	-	0 / 0	-	0 / 0	-	0 / 0	-	0 / 0	100.0%	1 / 1	-	0 / 0	-	0 / 0	-	0 / 0	-	0 / 0	-	0 / 0	-	0 / 0
Atheist	-	0 / 0	50.0%	1 / 2	-	0 / 0	-	0 / 0	100.0%	1 / 1	100.0%	2 / 2	-	0 / 0	-	0 / 0	100.0%	1 / 1	-	0 / 0	100.0%	3 / 3	-	0 / 0
Agnostic	-	0 / 0	-	0 / 0	-	0 / 0	-	0 / 0	-	0 / 0	100.0%	1 / 1	100.0%	1 / 1	-	0 / 0	-	0 / 0	-	0 / 0	-	0 / 0	-	0 / 0
Jewish	-	0 / 0	-	0 / 0	-	0 / 0	-	0 / 0	-	0 / 0	100.0%	1 / 1	-	0 / 0	-	0 / 0	-	0 / 0	-	0 / 0	-	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	100.0%	1 / 1	-	0 / 0	-	0 / 0
Overall Satisfaction (All Strands)	96.8%	122 / 126	86.1%	68 / 79	75.2%	158 / 210	77.8%	98 / 126	99.6%	238 / 239	88.1%	370 / 420	92.1%	210 / 228	97.1%	232 / 239	93.3%	196 / 210	95.9%	162 / 169	97.3%	110 / 113	97.2%	139 / 143

Sexual Orientation

	Aids & Adaptations (Target 95%)		Antisocial Behaviour (Target 90%)		Cleaning Services (Target 80%)		Complaint Feedback (Target 75%)		Customer Service Centre (Target 95%)		Day to Day Repair (Target 95%)		Gas Repair (Target 95%)		Gas Servicing (Target 95%)		Grounds Maintenance (Target 80%)		Home Improvement (Target 95%)		New Tenant (Target 95%)		Independent Living (Target 97%)	
Heterosexual	96.2%	100 / 104	84.5%	49 / 58	75.3%	131 / 174	79.4%	77 / 97	100.0%	205 / 205	88.7%	305 / 344	90.8%	177 / 195	96.6%	196 / 203	93.9%	168 / 179	95.0%	132 / 139	97.0%	98 / 101	96.9%	125 / 129
LGBTQ+	100.0%	1 / 1	100.0%	2 / 2	60.0%	6 / 10	100.0%	4 / 4	100.0%	7 / 7	93.8%	15 / 16	100.0%	5 / 5	100.0%	4 / 4	100.0%	5 / 5	100.0%	3 / 3	100.0%	1 / 1	100.0%	2 / 2
Prefer not to say / Unknown	100.0%	21 / 21	89.5%	17 / 19	80.8%	21 / 26	68.0%	17 / 25	96.3%	26 / 27	83.3%	50 / 60	100.0%	28 / 28	100.0%	32 / 32	88.5%	23 / 26	100.0%	27 / 27	100.0%	11 / 11	100.0%	12 / 12
Overall Satisfaction (All Strands)	96.8%	122 / 126	86.1%	68 / 79	75.2%	158 / 210	77.8%	98 / 126	99.6%	238 / 239	88.1%	370 / 420	92.1%	210 / 228	97.1%	232 / 239	93.3%	196 / 210	95.9%	162 / 169	97.3%	110 / 113	97.2%	139 / 143

Transgender

	Aids & Adaptations (Target 95%)		Antisocial Behaviour (Target 90%)		Cleaning Services (Target 80%)		Complaint Feedback (Target 75%)		Customer Service Centre (Target 95%)		Day to Day Repair (Target 95%)		Gas Repair (Target 95%)		Gas Servicing (Target 95%)		Grounds Maintenance (Target 80%)		Home Improvement (Target 95%)		New Tenant (Target 95%)		Independent Living (Target 97%)	
Yes	100.0%	1 / 1	-	0 / 0	-	0 / 0	100.0%	1 / 1	100.0%	1 / 1	100.0%	2 / 2	100.0%	1 / 1	-	0 / 0	-	0 / 0	100.0%	1 / 1	-	0 / 0	-	0 / 0
No	89.5%	34 / 38	81.8%	36 / 44	73.6%	81 / 110	73.1%	49 / 67	100.0%	100 / 100	88.1%	163 / 185	93.1%	81 / 87	97.4%	113 / 116	91.7%	100 / 109	97.6%	81 / 83	-	0 / 0	94.9%	75 / 79
Prefer not to say / Unknown	100.0%	87 / 87	91.4%	32 / 35	77.0%	77 / 100	82.8%	48 / 58	99.3%	137 / 138	88.0%	205 / 233	91.4%	128 / 140	96.7%	119 / 123	95.0%	96 / 101	94.1%	80 / 85	97.3%	110 / 113	100.0%	64 / 64
Overall Satisfaction (All Strands)	96.8%	122 / 126	86.1%	68 / 79	75.2%	158 / 210	77.8%	98 / 126	99.6%	238 / 239	88.1%	370 / 420	92.1%	210 / 228	97.1%	232 / 239	93.3%	196 / 210	95.9%	162 / 169	97.3%	110 / 113	97.2%	139 / 143

Disability

	Aids & Adaptations (Target 95%)		Antisocial Behaviour (Target 90%)		Cleaning Services (Target 80%)		Complaint Feedback (Target 75%)		Customer Service Centre (Target 95%)		Day to Day Repair (Target 95%)		Gas Repair (Target 95%)		Gas Servicing (Target 95%)		Grounds Maintenance (Target 80%)		Home Improvement (Target 95%)		New Tenant (Target 95%)		Independent Living (Target 97%)	
Disability	95.9%	71 / 74	80.6%	29 / 36	73.7%	56 / 76	73.8%	31 / 42	100.0%	92 / 92	88.5%	139 / 157	89.4%	93 / 104	96.8%	92 / 95	95.7%	111 / 116	95.8%	69 / 72	95.2%	59 / 62	99.0%	101 / 102
No disability	97.9%	47 / 48	93.5%	29 / 31	74.6%	91 / 122	80.3%	57 / 71	100.0%	143 / 143	87.8%	223 / 254	95.0%	115 / 121	97.1%	136 / 140	91.1%	82 / 90	95.6%	87 / 91	100.0%	41 / 41	91.7%	33 / 36
Prefer not to say / Unknown	100.0%	4 / 4	83.3%	10 / 12	91.7%	11 / 12	76.9%	10 / 13	75.0%	3 / 4	88.9%	8 / 9	66.7%	2 / 3	100.0%	4 / 4	75.0%	3 / 4	100.0%	6 / 6	100.0%	10 / 10	100.0%	5 / 5
Overall Satisfaction (All Strands)	96.8%	122 / 126	86.1%	68 / 79	75.2%	158 / 210	77.8%	98 / 126	99.6%	238 / 239	88.1%	370 / 420	92.1%	210 / 228	97.1%	232 / 239	93.3%	196 / 210	95.9%	162 / 169	97.3%	110 / 113	97.2%	139 / 143