Customer Satisfaction Results

Repairs & Maintenance

Aids & Adaptations Survey Response

Key:

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

	Nov-25	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 overall adaptations service?	100.0%	92.9%	100.0%	95.2%	91.7%	95.7%	90.5%	100.0%	96.0%	100.0%	93.3%	100.0%	96.4%	96.8%
Was your home left clean and tidy?	100.0%	100.0%	100.0%	100.0%	95.8%	98.4%	100.0%	92.9%	96.0%	95.8%	93.3%	100.0%	100.0%	97.4%
Was your adaptation completed as we arranged?	93.8%	100.0%	100.0%	90.5%	95.8%	95.3%	90.5%	78.6%	92.0%	100.0%	93.3%	96.3%	96.4%	93.5%
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?	100.0%	100.0%	94.7%	90.5%	95.8%	95.3%	95.2%	100.0%	96.0%	95.8%	93.3%	100.0%	96.4%	96.8%
How satisfied are you with the information and advice?	100.0%	100.0%	100.0%	95.2%	87.5%	93.7%	95.2%	100.0%	96.0%	95.8%	93.3%	100.0%	92.9%	96.1%
Number of surveys	16	14	19	21	24	255	21	14	25	24	15	27	28	154

Day to Day Repairs Survey Response

Key:

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

	Nov-25	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 overall repair?	95.1%	86.5%	85.9%	91.4%	81.4%	89.4%	87.1%	86.3%	87.0%	83.0%	91.1%	94.3%	95.5%	89.4%
Was the repair completed right first time?	90.0%	50.0%	65.2%	88.2%	91.7%	77.6%	93.3%	70.6%	100.0%	75.0%	75.0%	88.2%	83.3%	81.1%
Was your home left clean and tidy?	95.1%	94.6%	98.6%	98.6%	94.3%	96.9%	94.3%	93.2%	95.7%	90.4%	100.0%	98.6%	94.3%	95.1%
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%	89.5%	91.8%	89.5%
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%	98.6%	88.1%	92.8%
How satisfied were you with the operative(s) who carried out the works?	100.0%	86.5%	94.4%	97.1%	95.7%	96.1%	92.9%	87.7%	78.3%	91.5%	100.0%	98.6%	94.3%	93.5%
Number of surveys	41	37	71	70	70	840	70	73	23	94	90	70	88	508

Gas Repairs Survey Response

Key:

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

	Nov-25	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 overall repair?	95.0%	91.7%	91.3%	93.0%	91.9%	94.4%	94.7%	91.4%	87.8%	88.9%	95.0%	94.7%	100.0%	93.4%
Was your home left clean and tidy?	90.0%	97.2%	100.0%	97.7%	100.0%	97.9%	100.0%	100.0%	95.1%	100.0%	100.0%	100.0%	100.0%	99.3%
How satisfied were you with the operative(s) who carried out the works?	97.5%	97.2%	97.8%	97.7%	100.0%	97.9%	97.4%	100.0%	97.6%	100.0%	100.0%	100.0%	100.0%	99.3%
Was the repair completed first time?	72.5%	75.0%	69.6%	81.4%	78.4%	76.2%	81.6%	71.4%	73.2%	88.9%	80.0%	81.6%	88.6%	80.9%
If not complete, did the Operative explain why?	100.0%	77.8%	85.7%	62.5%	87.5%	83.3%	100.0%	100.0%	81.8%	100.0%	87.5%	85.7%	100.0%	92.3%
Number of surveys	40	36	46	43	37	480	38	35	41	36	40	38	44	272

Gas Servicing Survey Response

Key:

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

	Nov-25	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 overall service?	95.8%	92.1%	100.0%	100.0%	100.0%	97.1%	100.0%	93.6%	97.0%	93.3%	98.3%	100.0%	94.7%	96.8%
Was your home left clean and tidy?	97.9%	97.4%	100.0%	100.0%	95.9%	98.0%	100.0%	100.0%	100.0%	90.0%	100.0%	100.0%	100.0%	98.9%
How satisfied were you with the operative(s) who carried out the works?	93.8%	94.7%	100.0%	100.0%	98.0%	97.6%	100.0%	95.7%	100.0%	93.3%	98.3%	100.0%	97.4%	97.8%
Do you consider the work to be completed?	97.9%	89.2%	100.0%	100.0%	100.0%	97.9%	100.0%	95.7%	97.0%	96.7%	100.0%	96.4%	100.0%	98.2%
If not, did the Operative explain why?	100.0%	66.7%	-	-	-	77.8%	-	50.0%	-	0.0%	-	100.0%	-	50.0%
Number of surveys	48	38	28	22	49	491	42	47	33	30	58	29	38	277

Cleaning Services Survey Response

Key:

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

	Nov-25	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 overall cleaning service?	82.9%	84.4%	86.0%	73.3%	82.9%	77.2%	91.4%	82.9%	71.4%	61.5%	53.3%	88.9%	89.7%	77.5%
Do the operatives attend regularly?	96.7%	96.7%	97.6%	92.3%	94.4%	91.3%	96.7%	100.0%	79.2%	90.6%	68.0%	90.6%	100.0%	90.4%
How satisfied were you with the operative(s) who carried out the works?	91.2%	90.6%	91.3%	96.2%	86.8%	84.5%	90.9%	91.4%	78.8%	87.5%	94.1%	93.8%	89.5%	89.1%
Number of surveys	41	32	50	30	41	482	35	35	35	39	30	36	39	249

Grounds Maintenance Survey Response

Key:

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

	Nov-25	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 overall Grounds Maintenance service?	87.5%	90.9%	85.5%	81.1%	95.0%	85.6%	85.7%	94.3%	100.0%	94.6%	90.9%	94.4%	92.5%	93.2%
Are the communal gardens maintained, and paths cleared of litter regularly?	-	-	-	-	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?	97.1%	100.0%	86.3%	93.3%	100.0%	91.6%	100.0%	100.0%	100.0%	97.3%	90.0%	97.0%	94.7%	97.3%
Number of surveys	40	22	55	37	40	478	35	35	34	37	33	36	40	250

Home Improvement Survey Response

Key:

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

	Nov-25	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 overall quality of the improvement work?	94.1%	83.3%	97.1%	92.9%	100.0%	94.3%	100.0%	93.8%	96.0%	96.4%	92.9%	96.4%	94.3%	95.6%
Did we attend the property when we said we would?	100.0%	95.7%	100.0%	100.0%	100.0%	98.3%	85.2%	96.7%	100.0%	96.3%	96.4%	100.0%	97.1%	96.0%
Was your home left clean and tidy?	91.2%	91.7%	97.1%	92.9%	100.0%	93.2%	96.4%	96.9%	100.0%	100.0%	96.4%	100.0%	91.4%	97.1%
How satisfied were you with the operative(s) who carried out the works?	94.1%	91.7%	100.0%	92.9%	100.0%	96.7%	96.4%	93.8%	100.0%	100.0%	100.0%	100.0%	91.4%	97.1%
Number of surveys	34	24	34	28	28	336	28	32	25	28	28	28	35	204