

How are we doing?

Overall satisfaction with services

80.5%
Decrease of 2.4%*

Value for money of rent

82.3%
Decrease of 1.4%*



Repairs and maintenance

75.7%
Slight decrease of 0.5%*

Satisfaction with the home

77.8%
Slight decrease of 0.8%*

Listening to customers' views

64.5%
Decrease of 2.1%*



Dealing with enquiries

76.2%
Decrease of 1.6%*

Improvement

"Mainly the repairs, they should be more responsive and quicker with their response."

Compliment

"The service overall is already very good."

Compliment

"They've done everything for me."

Improvement

"Listen more to the tenant... the communication they have with each other isn't very good."

*Figures are compared to Quarter 2 2020/21. Quarter 3 results are based on 601 responses. A rolling average of a minimum 600 cases is used to ensure statistical accuracy.