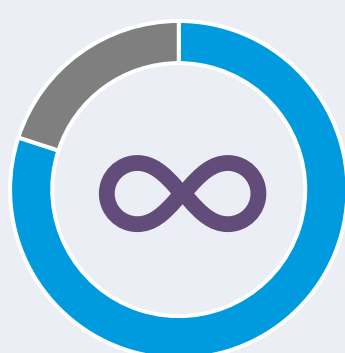


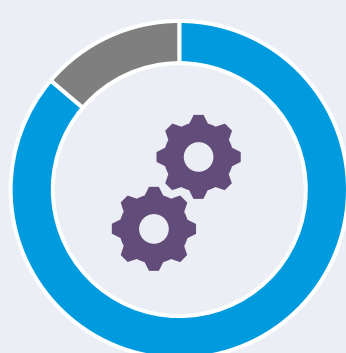
Customer Satisfaction Survey – Quarter 3 2022/23

How are we performing against the Tenant Satisfaction Measures?

The following scores are based on a survey of 150 customers in Quarter 3:



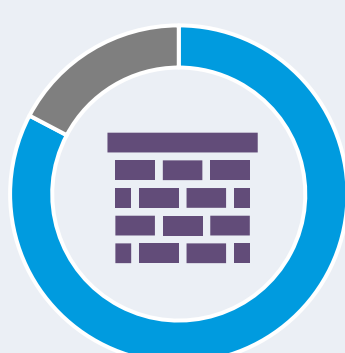
80.0%
are satisfied with the overall service we provide



86.2%
are satisfied with our overall repairs service



85.3%
are satisfied with the time taken to complete their most recent repair



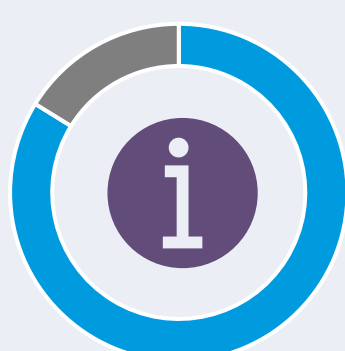
82.7%
are satisfied that we provide a home that is well maintained



86.0%
are satisfied that we provide a home that is safe



71.4%
are satisfied that we listen to their views and act upon them



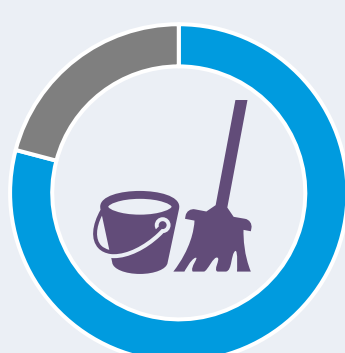
83.8%
are satisfied that we keep them informed about the things that matter to them



88.1%
agree that we treat them fairly and with respect



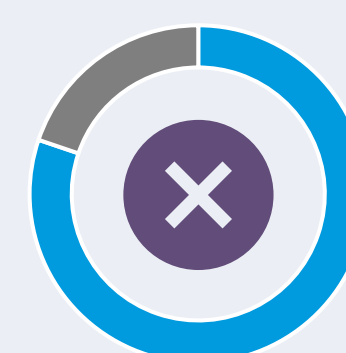
42.0%
are satisfied with our approach to complaint handling



79.1%
are satisfied that we keep communal areas clean and well maintained



83.9%
are satisfied that we make a positive contribution to their neighbourhood



80.2%
are satisfied with our approach to handling antisocial behaviour

Thank you to everyone who took part in the survey!

We run the survey each quarter to get consistent feedback from our customers on how we're doing, which we use to improve our services.