

How are we doing?

Overall satisfaction with services

79.1%
Decrease of 1.4%*

Value for money of rent

80.0%
Decrease of 2.3%*



Repairs and maintenance

75.5%
Slight decrease of 0.2%*

Satisfaction with the home

76.4%
Decrease of 1.4%*

Listening to customers' views

64.2%
Slight decrease of 0.3%*



Dealing with enquiries

76.1%
Slight decrease of 0.1%*

Improvement

"They need to come out and do more repairs and not put it off. And spend money to improve the houses rather than the tenants, as they own the houses."

Compliment

"I can't fault them as every day since I have been with them it has been excellent."

Compliment

"Every time I call, I'm satisfied completely."

Improvement

"Messages rather than music when waiting on calls."

*Figures are compared to Quarter 3 2020/21
Quarter 4 results are based on 601 responses. A rolling average of a minimum 600 cases is used to ensure statistical accuracy.