

How are we doing?

Overall satisfaction with services

78.7%
Decrease of 0.2%*

Value for money of rent

79.2%
Decrease of 0.2%*



Repairs and maintenance

76.7%
Increase of 0.8%*

Satisfaction with the home

77.9%
Increase of 0.4%*

Listening to customers' views

62.9%
Decrease of 1.5%*



Dealing with enquiries

76.3%
Decrease of 0.4%*

Improvement

"listen and ask the tenants what they need and do it"

Compliment

"Keep it up – keep doing the fantastic job they are doing – keep taking care of the vulnerable people in their care"

Compliment

"service is good, answer queries."

Improvement

"more contact with housing officers"

*Figures are compared to Quarter 1 2021/22
Quarter 2 results are based on 601 responses. A rolling average of a minimum 600 cases is used to ensure statistical accuracy.