



How are we doing?

Overall satisfaction with services


 **87.9%**
Increase of 1.2%*

Repairs and maintenance

83.5% 
Increase of 2.4%*



Value for money

 Rent
87.9%
Increase of 2.9%*

Homes


85.9% 
Increase of 1.8%*
customers satisfied with the quality of their home

Listening to customers' views

 **73.6%**
Increase of 1.2%*



Dealing with enquiries

81.6% 
Increase of 0.8%*

Improvement

"I'd like them to keep people more informed when it comes to repairs."

Compliment

"I don't think they can improve the service, they're brilliant!"

Improvement

"I'd like them to make everyone living in the street tidy their gardens."

Compliment

"At the moment there's nothing they could better, I'm really pleased."

*Figures are compared to Quarter 4 2018/19.

Quarter 1 results are based on 603 responses. A rolling average of a minimum 600 cases is used to ensure statistical accuracy.