



To help us understand how we can improve our services, we complete regular satisfaction surveys with customers who have reported a repair, recently moved into their home, reported anti-social behaviour, or made a complaint.

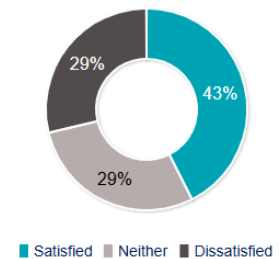
Here you can see the overall satisfaction in these four areas for the year from April 2025 to March 2026, together with levels of satisfaction with specific aspects of those services.

Service area	Q1	Q2	Q3	Q4
ASB	50%	33%	100%	0%
Repairs	73%	84%	70%	76%
Lettings	82%	70%	100%	100%
Complaints	100%	33%	-	-

## ! Anti-social behaviour - overall satisfaction 43%

From April 2025 to March 2026, 8 customers were interviewed.

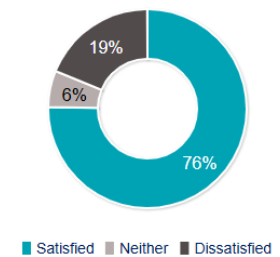
- ✓ How easy we were to deal with – 50%
- ✓ How easy it is to report ASB – 75%
- ✓ Satisfaction with the outcome – 67%
- ✓ How well they were kept informed – 50%
- ✓ The time taken to deal with the ASB – 57%



## 🔧 Repairs - overall satisfaction 76%

From April 2025 to March 2026, 542 customers were interviewed.

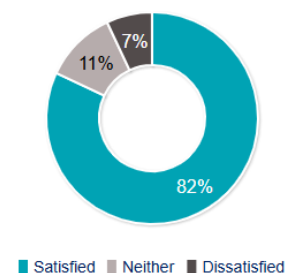
- ✓ How easy it is to report a repair – 77%
- ✓ How well they were kept informed – 70%
- ✓ Contractors' attitude, treatment and tidying of the home – 85%
- ✓ Quality of work – 77%
- ✓ How easy we were to deal with – 75%



## 🔑 Lettings - overall satisfaction 82%

28 new customers were surveyed between April 2025 and March 2026 about their experience of moving into their new home.

- ✓ How easy we were to deal with – 93%
- ✓ Satisfaction with repairs completed to the home – 53%
- ✓ The condition of the property at letting – 64%
- ✓ How well they were kept informed – 86%
- ✓ Information and advice provided – 89%



## ☹️ Complaints - Overall satisfaction is 60%

Five customers who had made a complaint were interviewed between April 2025 and March 2026.

- ✓ How easy we were to deal with – 60%
- ✓ How easy it was to report the complaint – 80%
- ✓ Complaint outcome – 60%
- ✓ How well customers were kept informed – 60%
- ✓ Time taken to resolve the complaint – 60%

