

Survey Summary



What our tenants told us

76%

are satisfied overall with the service we provide



THE HOME

73% said their home is well maintained



76%

said that we provide a home which is safe

REPAIRS

76% said they were satisfied with the repairs service they have received



72% were satisfied with the time it took for the repairs to be completed

NEIGHBOURHOOD

60% said we make a positive contribution to tenants' local neighbourhood



55% are satisfied with our approach to handling anti-social behaviour (ASB)

COMMUNICATION

61% said we listen to their views and act upon them



71% said we keep them informed and we are easy to deal with