

# How are we doing?

Overall satisfaction with services

84.3%

Decrease of 0.3%\*

Repairs and maintenance

82.3%

Increase of 3.4%\*



Value for money

Rent

82.6%

Decrease of 0.8%\*

Homes

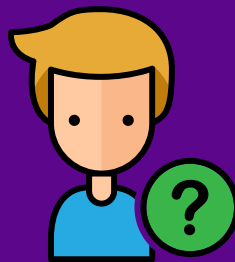
81.9%

Slight decrease of 0.1%\*  
customers satisfied with the quality of their home

Listening to customers' views

71.5%

Increase of 0.2%\*



Dealing with enquiries

80.0%

Increase of 0.1%\*

**Improvement**

"Maybe we should have a window cleaner, we can't reach to clean them ourselves."

**Compliment**

"If I've got any complaints, I get looked after. If I've got a problem with anything I speak to them and it's sorted."

**Improvement**

"If there's a major problem, more needs to be done. They should have just one person dealing with a case, instead of multiple people."

**Compliment**

"They're always very friendly and helpful when I ring."

\*Figures are compared to Quarter 1 2017/18  
Quarter 2 results are based on 603 responses. A rolling average of a minimum 600 cases is used to ensure statistical accuracy.