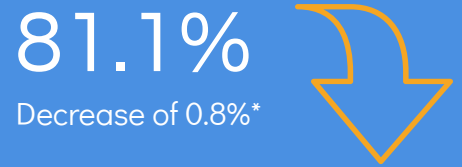


How are we doing?

Overall satisfaction with services



Repairs and maintenance



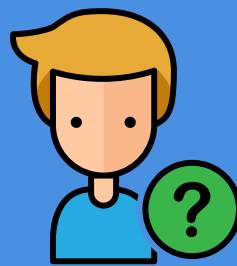
Value for money



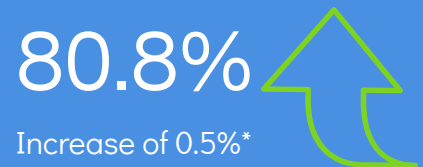
Homes



Listening to customers' views



Dealing with enquiries



Improvement

"The time it takes to put a complaint through and have it dealt with needs improving."

Compliment

"I'm very happy with everything."

Improvement

"You can't get an appointment for repairs on their website."

Compliment

"I've had no complaints in 21 years."

*Figures are compared to Quarter 3 2018/19.

Quarter 4 results are based on 604 responses. A rolling average of a minimum 600 cases is used to ensure statistical accuracy.