

How are we doing?

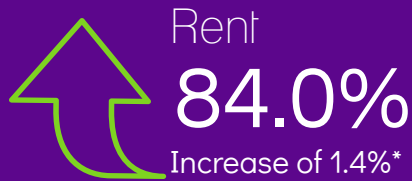
Overall satisfaction with services



Repairs and maintenance



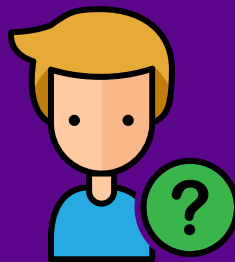
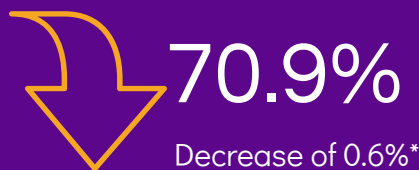
Value for money



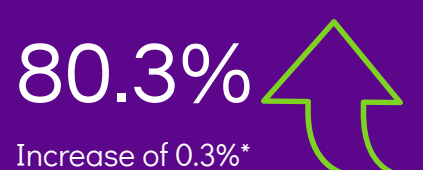
Homes



Listening to customers' views



Dealing with enquiries



Improvement

"They could offer quicker appointments."

Compliment

"There's no need for improvement, I'm really happy with my home and the service."

Improvement

"There's not an office for us to go and visit. It would be great if we could discuss things face to face."

Compliment

"I find them easy to deal with them."

*Figures are compared to Quarter 2 2018/19.

Quarter 3 results are based on 603 responses. A rolling average of a minimum 600 cases is used to ensure statistical accuracy.