



What you said about us in 2010/11

During 2010 to 2011 we asked a random sample of our tenants what they thought about our services and here's what they told us...

We asked overall how satisfied were you with...	Tenants said...	Improvement since 2005
Berneslai Homes as a landlord	90%	+19%
Your neighbourhood as a place to live	88%	+10%
Overall quality of your home	88%	+10%
Berneslai Homes treating you fairly	86%	New Question
Value for money from rent	84%	+23%
Service charges as value for money	77%	New Question
Repairs and maintenance service	86%	+24%

Your feedback helps us to identify any areas of weaknesses so that we can plan for the future. For more information about the surveys we carry out please ring us on **01226 774376**.