Planned works survey summary

April to September 2026



Each month we ask for tenant feedback on the planned works that have been completed to their home. Below are the results from this survey.

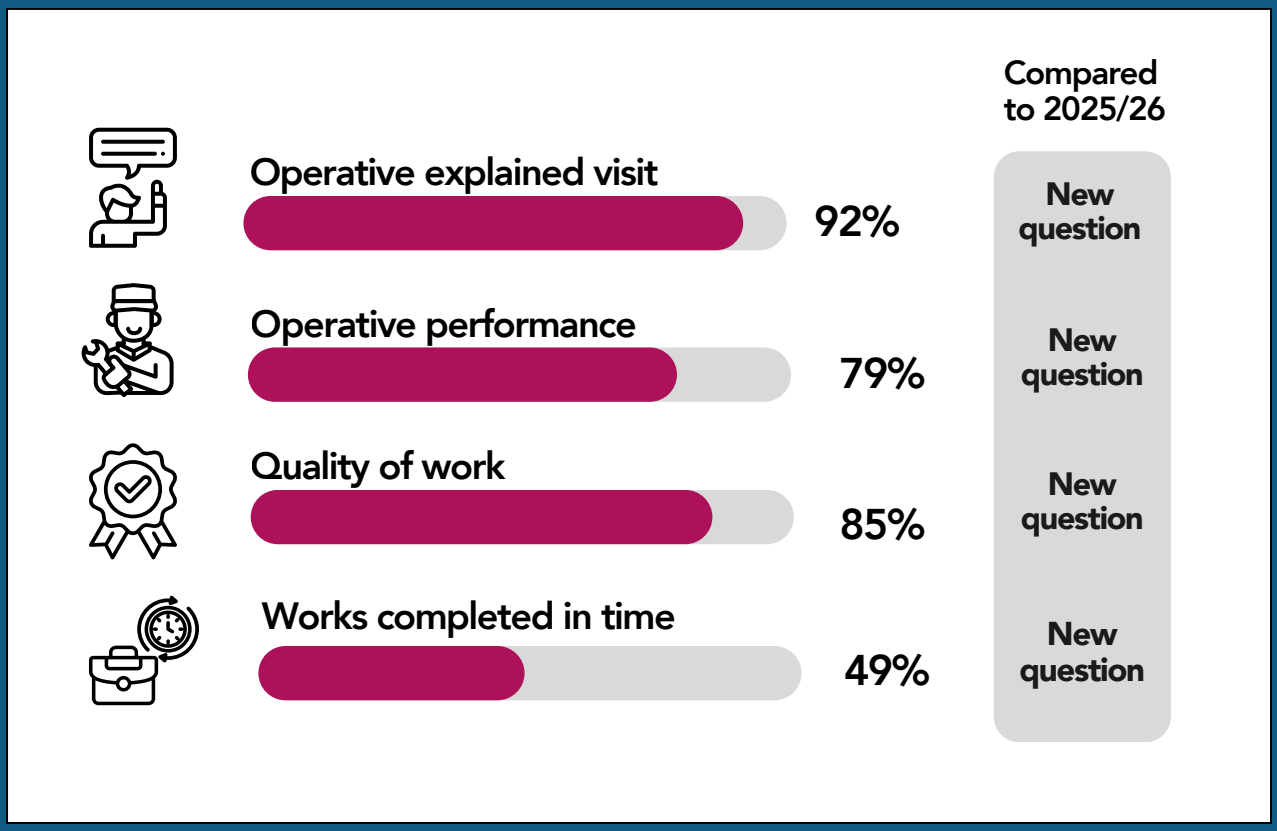
278 Tenants surveyed

44 Gave feedback

Satisfaction results

		Compared to 2025/26
Overall satisfied	70%	+1%
Kept informed before works	60%	New question
Kept informed during works	59%	New question
Appointment made	76%	+11%
Appointment time suitable	93%	New question
Attend on time	94%	+3%

berneslai homes


Compared to 2025/26
Operative explained visit
92%
New question
Operative performance
79%
New question
Quality of work
85%
New question
Works completed in time
49%
New question