

PLANNED WORKS SURVEY SUMMARY



April to December 2025



You said.....

Satisfaction by partner...



Overall satisfied



Property Services Repairs Team

Wates

73% 60%



Appointment was made



70% 60%



Happy with appointment offered



93% 96%



Attended on time



93% 86%



Operative introduced themselves



77% 59%



Left area clean and tidy



84% 68%



Operative helpful and courteous



93% 87%



Arranged follow on work (if needed)



53% 46%

THANK
YOU!

...for taking the time to give us your feedback!

We will monitor results over the next coming months!