

PLANNED WORKS SURVEY SUMMARY



April to December 2025



550
Surveys
sent



100
Surveys
completed
18% response rate

You said.....



Overall satisfied



69%



Appointment was made



67%



Happy with appointment offered



97%



Attended on time



89%



Operative introduced themselves



67%



Left area clean and tidy



77%



Operative helpful and courteous



86%



Arranged follow on work (if needed)



49%

Satisfaction by partner...

Property Services Repairs Team	Wates
73%	60%
70%	60%
93%	96%
93%	86%
77%	59%
84%	68%
93%	87%
53%	46%

THANK
YOU!

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

We will monitor results over the next coming months!