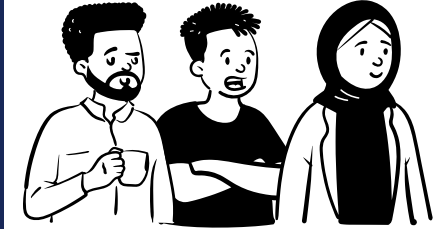


# GAS SERVICING SURVEY SUMMARY

April to September 2025



When we carry out a gas service, we ask tenants for their feedback on the service that they received. Below are the results from this survey...

## Satisfaction Results



Total number surveyed

April to  
June 2025

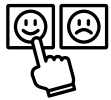
2,851

July to  
Sept 2025

3,950

Apr to  
Sept 2025

6,940

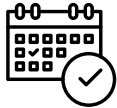


Surveys completed

458

699

1,208



Appointment was made

96%

96%

96%



Happy with appointment  
time offered

95%

94%

95%



We attended on time  
If an appointment was made

96%

97%

97%



Operative introduced  
themselves

92%

92%

92%



We arranged any follow  
on work (if needed)

56%

66%

62%



Overall satisfaction

95%

96%

95%