

Repairs Satisfaction Survey Summary

April to June 2025



1,950
Surveys
sent



300 Surveys
completed
**15% response
rate**



59
Compliments
received from
this survey



Easy to deal with

86% 249 out
of 290

↓ **1%** Compared to
last quarter



Right first time

75% 204 out
of 273

= **0%** Compared to
last quarter



Quality of work

84% 222 out
of 265

↑ **9%** Compared to
last quarter



Completed in time
promised

84% 223 out
of 267

↑ **2%** Compared to
last quarter



Tradesperson helpful
& professional

96% 257 out
of 268

↑ **2%** Compared to
last quarter



Works left
clean & tidy

91% 247 out
of 271

↓ **2%** Compared to
last quarter



Completed in a
reasonable time

18% 8 out
of 44

↓ **16%** Compared to
last quarter

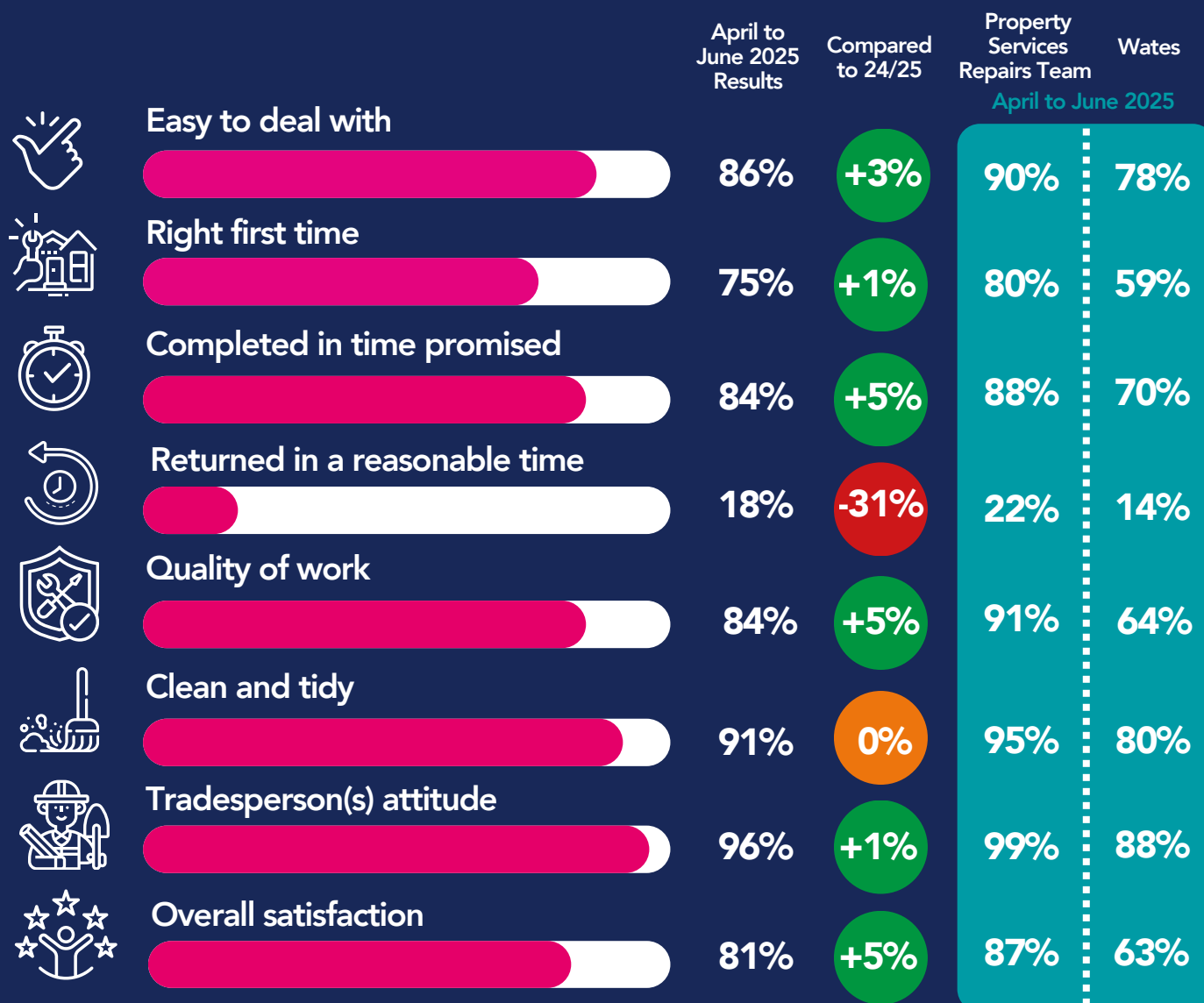
81%

237 out
of 294

Overall
Satisfaction

↑ **3%** Compared to
last quarter

Results by Partner



How we're improving...



We will remind operatives around attempting to complete at first visit wherever possible by ensuring van stocks are maintained.

We will remind operatives to leave the works in a clean and tidy way by using dust sheets or/and overshoes to ensure areas are left clean and tidy.

