

ELECTRICAL TESTING SURVEY SUMMARY

April to December 2025



We asked tenants to give us their feedback on the electrical testing that was carried out to their home. Below are the results from this survey.



We asked feedback from
906
Tenants



202

Gave feedback

Satisfaction Results



Made an appointment

Overall
satisfaction

95%

Property
Services
Repairs Team

96%

Wates

92%



Happy with appointment
time offered

95%

96%

93%



We attended on time
If an appointment was made

97%

97%

98%



Operative introduced
themselves

90%

90%

91%



We arranged any follow
on work (if needed)

69%

75%

58%



Overall satisfaction

90%

91%

91%

THANK
YOU!

...for taking the time to give us your feedback!
We will monitor results over the next coming months!