

MAJOR ADAPTATIONS SATISFACTION SURVEY

April to December 2025



197
Tenants surveyed



69
Gave feedback



Each month we ask for tenant feedback on the major adaptations that have been completed to their home. Below are the results from this survey.

You told us...



Overall experience - BEFORE works

89%



Overall experience - DURING works

99%



Request was easy to make

90%



Time taken from request to completion

73%



Kept informed

88%



Quality of works

93%



Adaptation met needs

82%



In the past, we experienced some delays due to a backlog of requests for major adaptations. We're pleased to let you know that this has now been resolved, and all major adaptation requests are currently being completed within our agreed service standards.