

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.