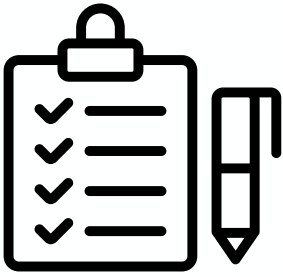


REPAIRS SATISFACTION SURVEY

April 2022 - March 2023



berneslai
homes



566

Surveys
completed



107

Compliments



82%

Overall satisfaction

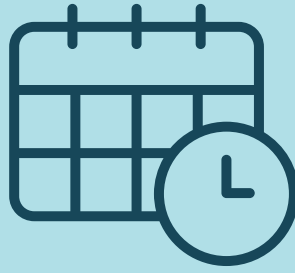
-4% since 2021/22



75%

Repair done
right first time

-5% since 2021/22



80%

Completed in
time promised

-1% since 2021/22



58%

Completed in
reasonable time

-1% since 2021/22



84%

Easy to deal with

-4% compared to 2021/22



86%

Quality of work

-2% compared to 2021/22



96%

Operative helpful,
courteous & professional

-2% compared to 2021/22



95%

Works left clean
& tidy

-1% compared to 2021/22