# Major adaptations survey summary

## April to September 2026



Each month we ask tenants for feedback about the major adaptations works that was recently completed to their home.

**141** Tenants surveyed

**42** Gave feedback

## Satisfaction Results

| | | Compared to 2025/26 |
|---|---|---|
| Overall experience before works | 83% | ⊖ 6% |
| Overall experience during works | 81% | ⊖ 17% |
| Request was easy to make | 70% | ⊖ 20% |
| Time taken from request to completion | 69% | ⊖ 7% |
| Kept informed | 76% | ⊖ 12% |
| Quality of works | 78% | ⊖ 13% |
| Adaptation met needs | 86% | ⊕ 1% |

### What we're doing next

We are reviewing the adaptations referral form and process to identify improvements so we can make it easier for customers to request.

berneslai homes