

Repairs Satisfaction Survey Summary

April 2024 to March 2025



78,079 Day to day
repairs carried out



5,963
Surveys sent



718 Surveys
completed
12% response rate



Easy to deal with
83%

= 0% Compared to
last year



Quality of work
79%

↓ 4% Compared to
last year



Right first time
74%

↑ 2% Compared to
last year



Completed in time
promised
79%

= 0% Compared to
last year



Tradesperson helpful
& professional
95%

↑ 6% Compared to
last year



Works left
clean & tidy
91%

↓ 1% Compared to
last year



Completed in a
reasonable time
49%

↓ 5% Compared to
last year

78%

Overall
Satisfaction

↓ 2% Compared to
last year

Overall satisfaction by partner...

Property Services
Repairs Team



78%

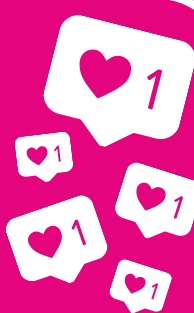
Wates



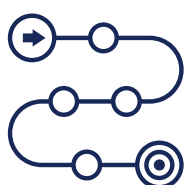
77%

119

Compliments
received from
this survey



As a result, we will...



Any works ordered from a stage 1 complaint are now being tracked and reported so any problems are identified at the earliest opportunity.

We are reviewing our processes so we can reduce the number of referrals that are being sent to the Maintenance Team for further information or inspection, so we can complete repairs first time.



To manage tenants expectations better, we are currently reviewing our scripts and the priorities we set to repairs.

To improve our communication with tenants and manage their expectations better, our repairs system will now alert us to send a letter to update tenants who are waiting on planned repairs or repairs with lengthy timeframes.

