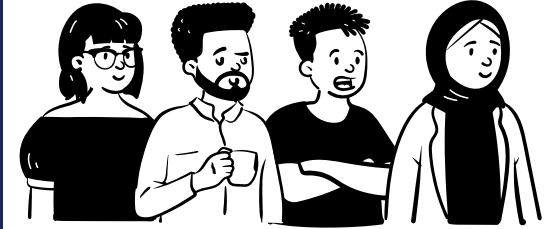


COMPLIANCE SURVEY SUMMARY

April to June 2025

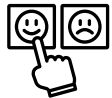


When we complete any compliance works, which includes gas servicing, lift servicing and electrical tests, we ask tenants for their feedback on how they rate the service that they received. Below are the results from this survey...

Satisfaction Results



Total number surveyed



Surveys completed



Appointment was made



Happy with appointment time offered



We attended on time
If an appointment was made



Operative introduced themselves



We arranged any follow on work (if needed)



Overall satisfaction

Gas Service

2,851

Electrical Test

87

Lift Service

47

458

16

12

96%

93%

73%

95%

100%

100%

96%

93%

89%

92%

69%

82%

56%

67%

67%

95%

81%

83%

Results by Partner

* Property Services Repairs Team



Gas
Service



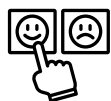
Electrical
Testing

PSRT*

Wates

PSRT*

Wates



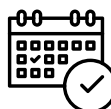
Surveys completed

311

148

14

2



Appointment was made

96%

94%

100%

50%



Happy with appointment
time offered

95%

96%

100%

100%



We attended on time
If appointment was made

96%

96%

93%

100%



Operative introduced
themselves

93%

89%

71%

50%



We arranged any follow
on work (if needed)

62%

44%

86%

0%



Overall satisfaction

96%

94%

79%

100%

How we're improving...



To improve on our services to customers, we will remind operatives to introduce themselves and show identification as they arrive at the tenant's home.

If any further work is needed, we will clearly explain any next steps to tenants, so they know what to expect.

