

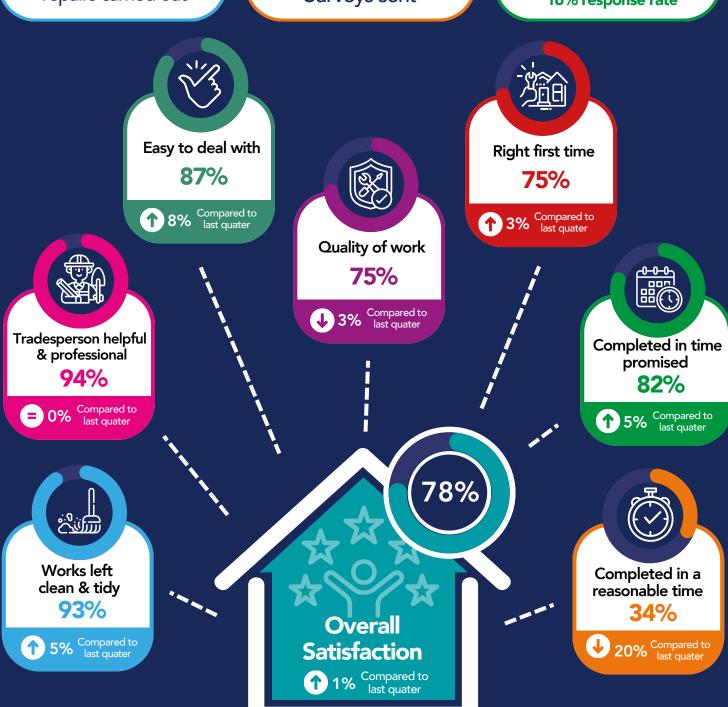
## Repairs Satisfaction Survey Summary

January - March 2025











Compliments received from this survey

## As a result, we will...



Wates Management Team have increased the number of site visits to check on the quality and safety of works.

We will remind operatives to ensure (where possible) that vans are stocked, so we can aim to complete the repair first time.





We will remind operatives to use dust sheets and overshoes so homes are left clean and tidy.

We will share the results and feedback from this survey with staff, to ensure we deliver a customer first approach.

