

Programmed works survey summary

April 2025 to March 2026



385
surveys
sent



55
surveys
completed
14% response rate



Each month we ask for tenant feedback about the replacement works that have been completed to their home. Below are the results from this survey.

You said...



Kept informed



2025/26
Results

64%

Comparison
to 2024/25

↑ 5%



Notice of works starting



75%

↑ 14%



Completed in reasonable time



71%

↑ 13%



Operative's performance



76%

new
question



Satisfaction before works started



66%

↑ 9%



Satisfaction after works started



73%

↑ 10%

THANK
YOU!

...for taking the time to give us your feedback!

We will monitor results over the next coming months.
You can see what actions we plan to take on the next page.

Turning your feedback into action



We've reduced the number of visits between ordering works and starting on site, improving the customer experience and internal processes.



To make sure tenants are kept up to date, the Site Supervisor will confirm when operatives will be attending.



To improve the way we communicate to tenants, we've revised our letters and the dates we send them out in order to give tenants more notice.



Tenants are given the Site Supervisor and Project Liaison Officer's contact details, so they have direct contact if they have any queries about the works being carried out.



We've reduced backlogs of outstanding works so they are completed in a timely manner.



Site Supervisors will inspect completed works and complete health and safety audits on 10% of each phase, to monitor compliance, spot defects early and improve tenant safety and satisfaction.



We've reminded operatives to add photos and notes to every job, for better record keeping and internal communications.



Customers will have one dedicated contact to support them through the decant process, providing clear updates throughout.



We now have external contractors to help complete works sooner which will reduce waiting times for tenants.



We now review budgets quarterly so we can redirect any unused funding to higher-priority capital works sooner - helping us tackle backlogs and deliver improvements faster.



When we inspect a replacement item, the surveyor will collect the details and send them to our Programme team, who will aim to make a decision within five working days and explain the next steps to the tenant.