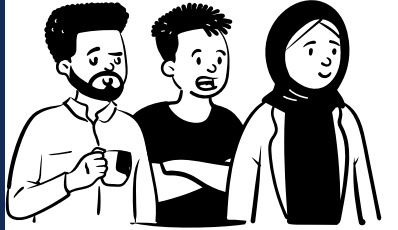


LIFT SERVICING SURVEY SUMMARY

April to September 2025



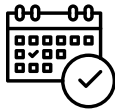
We ask tenants for feedback on the service they received when we carry out servicing or maintenance on a lift in their home.



123 Surveys sent

33 Gave feedback

Satisfaction Results



Made an appointment

73%



Happy with appointment time offered

100%



We attended on time
If an appointment was made

96%



Operative introduced themselves

87%



We arranged any follow on work (if needed)

75%



Overall satisfaction

88%

THANK
YOU!

...for taking the time to give us your feedback!
We will monitor results over the next coming months!