

MAJOR ADAPTATIONS SATISFACTION SURVEY

April to September 2025



116
Tenants surveyed



38
Gave feedback

Each month we ask for tenant feedback on the major adaptations that have been completed to their home. Below are the results from this survey.



You told us...



Overall experience - BEFORE works



89%



Overall experience - DURING works



100%



Request was easy to make



94%



Time taken from request to completion



77%



Kept informed



91%



Quality of works



94%



Adaptation met needs



74%



In the past, we experienced some delays due to a backlog of requests for major adaptations. We're pleased to let you know that this has now been resolved, and all major adaptation requests are currently being completed within our agreed service standards.