Repairs satisfaction survey summary

April to September 2026



Each month we ask for tenant feedback about a repair that was recently completed to their home.

3,808 Tenants surveyed

676 Gave feedback

Satisfaction results

		Compared to 2025/26	Property Services Repairs Team	Wates
Appointment made	88%	New	91%	84%
Attend on time	94%	New	95%	92%
Explained reason for visit	96%	New	97%	94%
Quality of work	89%	+5%	92%	84%
Operative respected home	98%	New	100%	94%
Treated fairly and with respect	99%	New	100%	96%
Overall satisfaction	86%	+2%	87%	83%

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What we're doing to improve...



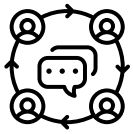
We've increased the number of post-work inspections of repairs to check the quality of work and help to make sure repairs meet the required standards.



When tenants are not at home, Wates now leave a card at the property explaining what external work has been completed and whether any follow-on work is required. This helps keep tenants informed about work carried out at their home.



Wates new repairs system automatically plans appointments and adjusts the schedule as things change. This saves staff time working out which jobs to book when.



Trades have been reminded to book any follow-on works while they are still with the tenant.



Partners are using dissatisfaction from survey findings to track issues, identify trends and inform targeted service improvements.

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