




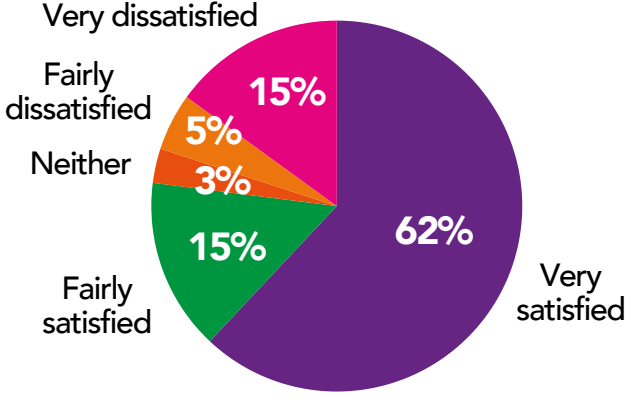



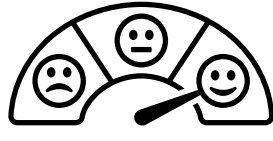






BERNESLAI HOMES REPAIRS SATISFACTION SURVEY SUMMARY

















October to December 2024

 <p>20,615 Day to day repairs carried out</p>	<p>1541 Surveys sent</p> <div style="display: flex; justify-content: space-around;"> <div data-bbox="603 611 776 848">  <p>396 by post</p> </div> <div data-bbox="854 631 995 848">  <p>1,145 by SMS</p> </div> </div>	 <p>159 Surveys completed 10% response rate</p>
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 <p>77% Overall satisfaction</p>	<p>Overall satisfaction</p> 	<p>38 Compliments received from this survey</p> 
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 <p>+2% Overall satisfaction compared to last quarter (Jul to Sept 2024)</p>	<p>Overall satisfaction by partner...</p> <table border="0"> <tr> <td>Construction Services</td> <td></td> <td>81%</td> </tr> <tr> <td>Wates</td> <td></td> <td>71%</td> </tr> </table>	Construction Services		81%	Wates		71%
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Wates		71%					

			Compared to last quarter
	Easy to deal with	 79%	= 0%
	Right first time	 72%	↓ 1%
	Completed in time promised	 77%	↑ 2%
	Completed in reasonable time	 54%	↑ 2%
	Quality of work	 78%	↓ 2%
	Works left clean & tidy	 88%	↓ 4%
	Tradesperson helpful & professional	 94%	↓ 3%

What we are doing to improve.....



To improve the tenants experience when carrying out repairs, we will continue to emphasise with operatives the importance on Customer First approach through Team meetings, toolbox talks and personal development reviews.

To ensure repairs are carried out first time (where possible) we will reiterate with operatives the importance of attempting to complete works at first visit, ensuring that vehicle stocks are well maintained.





We will remind operatives the importance of introducing themselves to the customer, giving an explanation of what works they plan to do and keeping work areas clean and tidy when the job is complete (e.g. using dust sheets and overshoes).