

Repairs satisfaction survey summary

April 2025 to March 2026



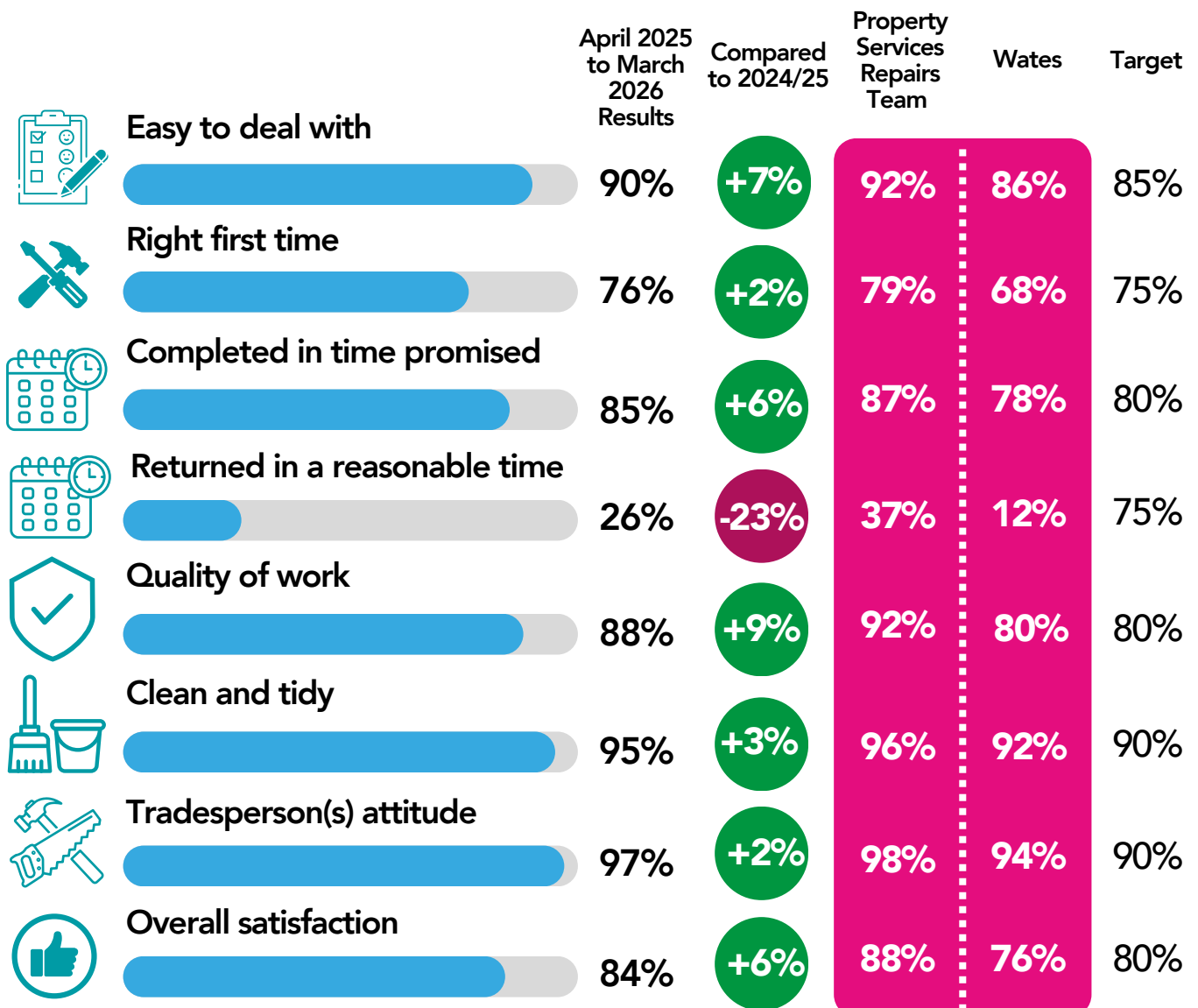
Each month we ask for tenant feedback about a repair that was recently completed to their home. Below is the results from this survey.



7800
Surveys sent



1146
Surveys completed
15% response rate



Turning your feedback into action



When you call us to report a new repair, we'll let you know if the job needs an inspection first. This way, you'll know what to expect when our operative arrives.

We've reminded operatives to introduce themselves and show their identification when they visit your home. Wates have issued new ID badges to all staff.



Our text messages have been updated to explain the type of job and whether an inspection is needed. Please tell us if your contact details have changed, so we can update our records and keep you informed.

If more work is needed after an inspection by the operative, then they will book your next appointment with you. You'll see the same operative return to finish the job, so you'll know who to expect.



THANK
YOU!

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