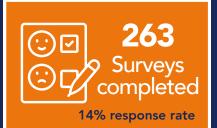


Repairs Satisfaction Survey Summary

July to September 2025





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

Easy to deal with	July to Sept 2025 Results	Compared to Apr to June 2025 Results	Property Services Repairs Team July to Se	Wates
Lasy to deal With	91%	+5%	93%	88%
	7170	T3 /6	75%	00 %
Right first time	75%	0%	78 %	70 %
Completed in time promised	90%	+6%	92 %	84%
Returned in a reasonable time	19%	+1%	27 %	10%
Quality of work	90%	+6%	9 1%	86 %
Clean and tidy				
	98%	+7%	98 %	97%
Tradesperson(s) attitude	98%	+2%	99 %	97%
	70 /0		7770	
かな Overall satisfaction	86%	+5%	89%	80%

- Yes, the workman was very sociable. Being on my own, I felt very safe. He showed his identification. His work was really really good, he was exemplary. I can't praise him enough, and I'd like to thank Berneslai Holmes, for having such good workmen on their team. Thank you.
- Came out straight away and then booked back in for further work 4 days later. Can't complain at all been brilliant

The lads that did the wall were brilliant, very professional, and very courteous.

They were fantastic.

- Friendly and respectful
- Compliments received
- Tradesman who came was very helpful and extremely knowledgeable 10 out of 10

- Excellent service as usual well done
- Joiner was professional and left our home clean and tidy. Really happy with the quality of the work done.
- The workmen were very polite and pleasant the equipment they used didn't obstruct any part of the garden or our entry into the back of the property and they cleared all the gutter of rubbish

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.

All our staff now have new ID badges. We've reminded operatives to introduce themselves and show their identification when they visit your home.



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.

