

Repairs Satisfaction Survey Summary

July to September 2025



1,950
Surveys sent



263
Surveys completed
14% response rate



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

July to
Sept 2025
Results

Compared
to Apr to
June 2025
Results

Property
Services
Repairs
Team

Wates

July to Sept 2025



Easy to deal with



91%

+5%

93%

88%



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%

91%

86%



Clean and tidy



98%

+7%

98%

97%



Tradesperson(s) attitude



98%

+2%

99%

97%



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 Bernesai 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 ”

34
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.

