

# LIFT SERVICING SURVEY SUMMARY

April to December 2025



We asked tenants to give us their feedback on the lift servicing that was carried out to their home. Below are the results from this survey.

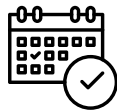


We asked  
feedback  
from  
**255**  
Tenants



**70**  
Gave  
feedback

## Satisfaction Results



Made an appointment

**75%**



Happy with appointment  
time offered

**100%**



We attended on time  
If an appointment was made

**98%**



Operative introduced  
themselves

**90%**



We arranged any follow  
on work (if needed)

**62%**



Overall satisfaction

**93%**

THANK  
YOU!

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