

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.

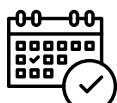


We asked feedback from **255** Tenants



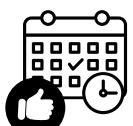
70 Gave feedback

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!