

GAS SERVICING SURVEY SUMMARY

April to December 2025



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



We asked feedback from **9,538** Tenants



1,580 Gave feedback

Satisfaction Results

	Overall satisfaction	Property Services Repairs Team	Wates
Made an appointment	96%	97%	94%
Happy with appointment time offered	95%	95%	97%
We attended on time If an appointment was made	97%	97%	98%
Operative introduced themselves	93%	93%	92%
We arranged any follow on work (if needed)	62%	68%	49%
Overall satisfaction	95%	96%	95%

THANK
YOU!

...for taking the time to give us your feedback!

We will monitor results over the next coming months!