

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.

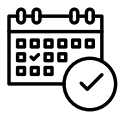


We asked feedback from
9,538
Tenants



1,580
Gave feedback

Satisfaction Results



Made an appointment

Overall
satisfaction

96%

Property
Services
Repairs Team

97%

Wates

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!