

BERNESLAI HOMES REPAIRS SATISFACTION SURVEY SUMMARY



July to September 2024



19,198 Day to day repairs carried out

1,245 Surveys sent



300

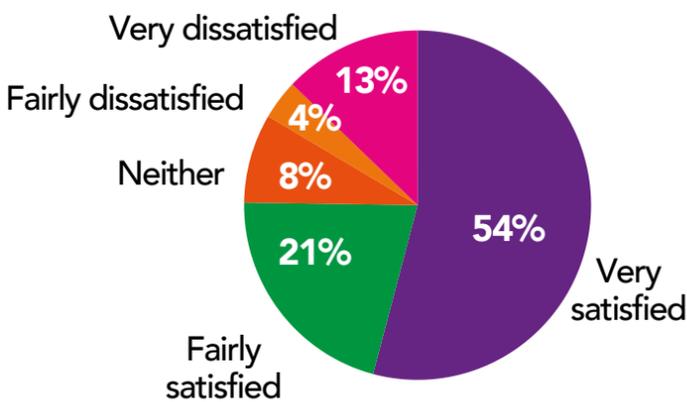


945



112 Surveys completed
9% response rate

Overall combined satisfaction



27 Compliments received from this survey



-4% Overall satisfaction compared to last quarter (Apr to Jun 2024)

Overall satisfaction by partner...



Easy to deal with



Right first time



Completed in time promised



Completed in reasonable time



Quality of work



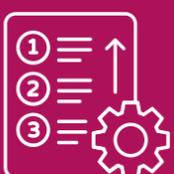
Works left clean & tidy



Tradesperson helpful & professional



Actions arising...



To manage tenants expectations better, we are currently reviewing our scripts and the prioritess we set to repairs.

To improve on how we communicate with tenants and manage their expectations better, our repairs system will now alert us to send a letter to update tenants who are waiting on planned repairs or repairs with lengthy timeframes.



We will share the results and feedback from this survey with staff, to ensure we deliver a customer first approach.

To hear more from our tenants about our repairs service, we will be increasing the number of surveys we send out.

