

# Repairs Satisfaction Survey Summary

April 2024 to March 2025



**78,079** Day to day repairs carried out



**5,963** Surveys sent



**718** Surveys completed  
**12%** response rate



Easy to deal with  
**83%**

**= 0%** Compared to last year



Right first time  
**74%**

**↑ 2%** Compared to last year



Quality of work  
**79%**

**↓ 4%** Compared to last year



Completed in time promised  
**79%**

**= 0%** Compared to last year



Tradesperson helpful & professional  
**95%**

**↑ 6%** Compared to last year



Works left clean & tidy  
**91%**

**↓ 1%** Compared to last year



Completed in a reasonable time  
**49%**

**↓ 5%** Compared to last year

**78%**

Overall Satisfaction

**↓ 2%** Compared to last year

## Overall satisfaction by partner...

Property Services Repairs Team **78%**

Wates **77%**

**119**

Compliments received from this survey



## As a result, we will...



Any works ordered from a stage 1 complaint are now being tracked and reported so any problems are identified at the earliest opportunity.

We are reviewing our processes so we can reduce the number of referrals that are being sent to the Maintenance Team for further information or inspection, so we can complete repairs first time.



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

To improve our communication 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.

