

Repairs Satisfaction Survey Summary

January - March 2025



26,446 Day to day repairs carried out



1,937 Surveys sent



316 Surveys completed
16% response rate



Easy to deal with
87%

↑ **8%** Compared to last quarter



Right first time
75%

↑ **3%** Compared to last quarter



Quality of work
75%

↓ **3%** Compared to last quarter



Tradesperson helpful & professional
94%

= **0%** Compared to last quarter



Completed in time promised
82%

↑ **5%** Compared to last quarter



Works left clean & tidy
93%

↑ **5%** Compared to last quarter



Completed in a reasonable time
34%

↓ **20%** Compared to last quarter

78%

Overall Satisfaction

↑ **1%** Compared to last quarter

Overall satisfaction by partner...



30

Compliments received from this survey



As a result, we will...



Wates Management Team have increased the number of site visits to check on the quality and safety of works.

We will remind operatives to ensure (where possible) that vans are stocked, so we can aim to complete the repair first time.



We will remind operatives to use dust sheets and overshoes so homes are left clean and tidy.

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

