

Gas servicing survey summary

April 2025 to March 2026



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



We asked for feedback from
11,629
tenants



1,978
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

92%

93%

91%



We arranged any follow on work (if needed)

62%

66%

54%



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!