

Electrical testing survey summary

April 2025 to March 2026



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



We asked for feedback from
1,060
tenants

248

gave feedback



Satisfaction results



Made an appointment

Overall satisfaction

95%

Property Services
Repairs team

96%

Wates

92%



Happy with appointment time offered

96%

96%

94%



We attended on time if an appointment was made

97%

97%

96%



Operative introduced themselves

91%

91%

90%



We arranged any follow on work (if needed)

71%

75%

62%



Overall satisfaction

91%

92%

91%

THANK YOU!

...for taking the time to give us your feedback!
We will monitor results over the next coming months!