

# BERNESLAI HOMES REPAIRS SATISFACTION SURVEY SUMMARY



July to September 2024



**15,780** Day to day repairs carried out

**1,245** Surveys sent



**300**

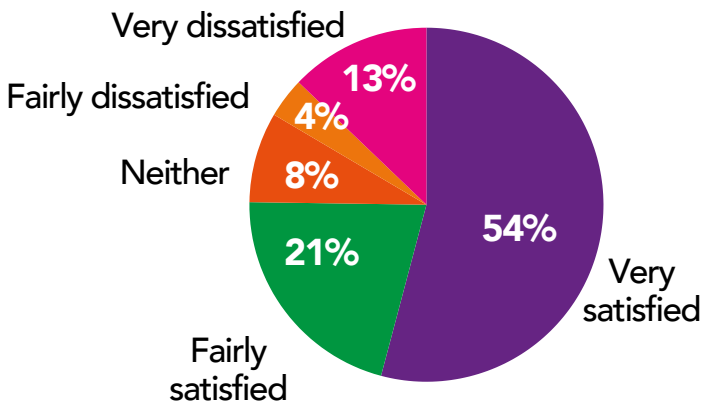


**945**

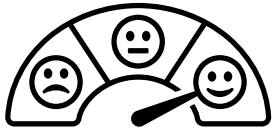
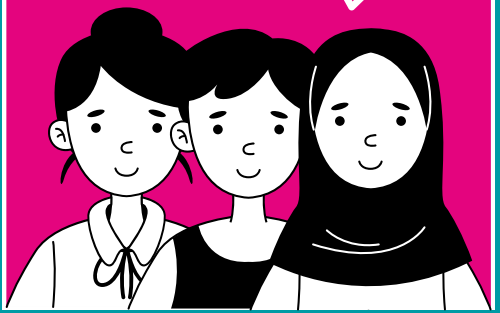


**112** Surveys completed  
9% response rate

## 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



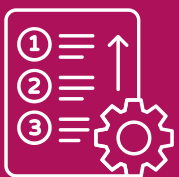
### Works left clean & tidy



### 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.

