

# BERNESLAI HOMES REPAIRS SATISFACTION SURVEY SUMMARY



April to June 2024



**11,820** Day to day repairs carried out

**1,285** Surveys sent



**300**

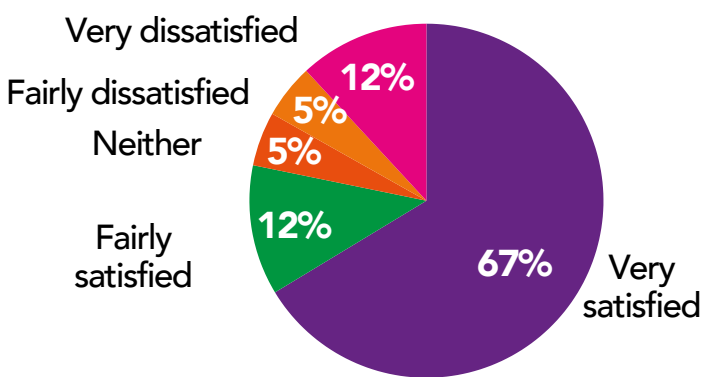


**985**

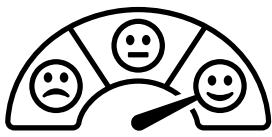


**131** Surveys completed

## Overall combined satisfaction



**24** Compliments received from this survey



**+3%** Overall satisfaction compared to last quarter (Jan to Mar 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

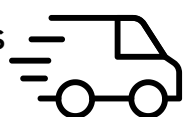


### Tradesperson helpful & professional



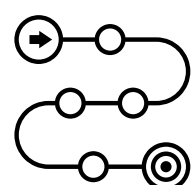
## Actions arising...

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.

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 info or inspection, so we can complete repairs first time.