

# Repairs

# Satisfaction Survey

April 2023 - March 2024



berneslai  
homes

We randomly selected 4,363 tenants who had a repair completed about their experience. 483 completed a survey and here's what they said....



80%

Overall experience

-2% (\*)



83%

Easy to deal with

-1% (\*)



83%

Quality of the work

-3% (\*)



76%

Right first time

+1% (\*)



79%

Repair completed in the  
time promised



54%

Returned within a  
reasonable time

-4% (\*)



92%

Left your home clean  
and tidy

-3% (\*)



89%

Operative helpful,  
courteous, and professional

-7% (\*)

(\*) Since 2022-2023

## What does your feedback tell us?

Your satisfaction with the repairs service across most measures has decreased steadily over the last few years.

## What are we doing as a result of your feedback?

- We've launched our new Repairs First IT system. It's early days but this system is already giving us better monitoring and scheduling of works so more tenants get a right first time service.
- We've developed a new Repairs Policy that the council approved in June 2024.
- Over the next year we'll continue to develop our customer portal so you'll be able to report and track repairs online.
- In 2024/25 we're running a Customer First training programme for all our employees and we're working with our partners too.
- We're working with the council to better manage those repairs that we complete on a programmed basis. We hope to speed up this programme so you're not waiting as long.
- We've worked with tenants to improve our communication about planned repairs.
- We've set up a damp and mould team so we can tackle issues earlier and right first time.
- We've restructured our Maintenance Survey team and increased resources so we can inspect quicker and order right first-time repairs.