

Customer satisfaction

Item	Survey Source	Frequency of survey	Number of respondents in the FY	Satisfaction 2020-2021 %	satisfaction 2021-2022 %
% of new customers find the letting process easy	New customer	sent to all new customers two weeks after they move in	668	77	74
% of new customers satisfied that the property meets their needs	New customer	sent to all new customers two weeks after they move in	668	81	77
% of customers who found the repairs process easy	Repairs transactional	Monthly	1056	86	84
% of customers satisfied that they were kept informed during the repairs process	Repairs transactional	Monthly	1056	89	85
% of customers satisfied with quality of repair	Repairs transactional	Monthly	1056	90	87
% customers satisfied overall with their repair	Repairs transactional	Monthly	1056	90	87
% of customers said our Contact Centre staff were knowledgeable and helpful	CRM triggered after call to the CC	Continuous	3404	89	91
% of customers who said our Contact Centre staff were polite and friendly	CRM triggered after call to the CC	Continuous	3404	96	96
Overall % satisfied with CC	CRM triggered after call to the CC	Continuous	3404	92	92
Satisfaction that rent is value for money	STAR	Quarterly	1567	89	87
Satisfaction with neighbourhood as a place to live	STAR	Quarterly	1567	87	88
% customers satisfied they feel safe and secure in their home	STAR	Quarterly	1567	86	88
% customers satisfied with the quality of their home	STAR	Quarterly	1567	78	79
% customers satisfied with overall service	STAR	Quarterly	1567	77	77
% customers satisfied that we are easy to deal with	STAR	Quarterly	1567	76	78
% customers satisfied that service charges provide value for money	STAR	Quarterly	1567	68	62