

Repairs Satisfaction

1st January to 30th June 2025

- 93.3%  Satisfied with the work and service
- 88.0%  Satisfied with communication at the time of booking
- 85.6%  Satisfied with communication after booking through to completion
- 96.6%  Satisfied with the attitude & respectfulness of the contractor/operative
- 93.7%  Satisfied with the quality of work
- 7.5%  655 customers responded to the survey

Customer Sentiment		
 440 comments	 94 comments	 27 comments

 Positive themes	 Negative themes
Politeness and professionalism: Many customers praised operatives for being respectful, friendly, and informative	Delays and long wait times: Multiple comments mentioned waiting weeks, months, or even years for repairs
Efficiency and clarity: Customers appreciated when work was done <i>quickly</i> and <i>explained clearly</i>	Poor communication: Missed appointments, lack of updates, and confusion over scheduling were frequent complaints
Good communication: Positive mentions of being kept informed	Incomplete or poor-quality work: Issues like leaks returning, parts missing, or jobs needing multiple visits were noted
	Health and safety concerns: A few comments raised serious concerns, such as damp affecting health or lack of protective measures during repairs

Here's how your feedback shaped our actions
 We're excited to share that we've recently introduced a dedicated team focussed on repairs, with the goal of making your experience smoother and more efficient. Each repair will now be handled by a specialist team who will oversee the process from start to finish, ensuring consistency and clear communication throughout. We're already seeing positive results, with faster repair times and improved customer satisfaction - and we're committed to continuing this progress.