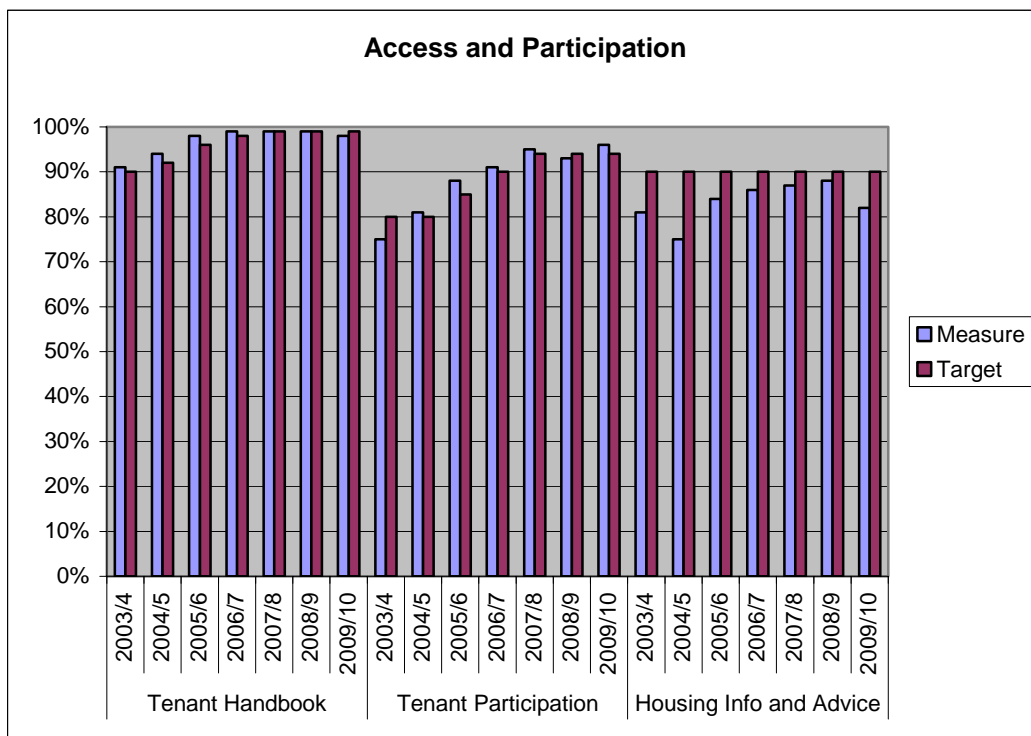
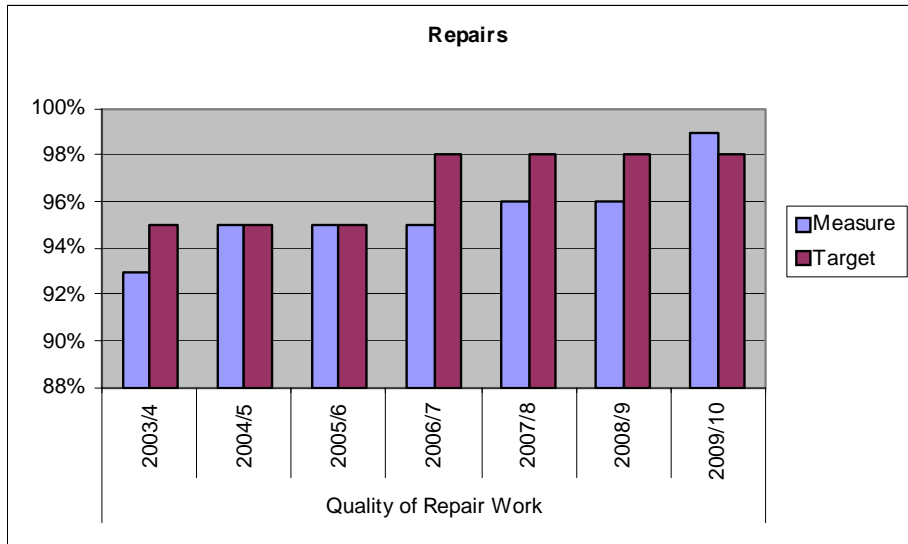
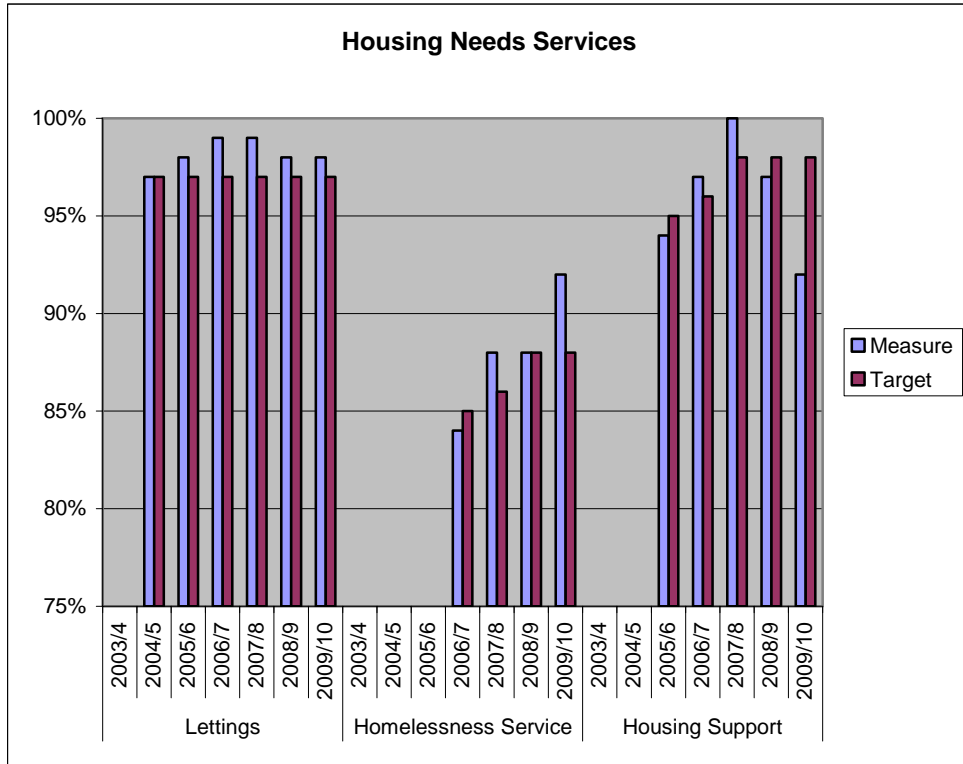


# Are You Still Satisfied?

It is important to us that our customers are happy with our services. These graphs show how the level of customer satisfaction with each of our service areas has changed over recent years. We set challenging targets, and use customer feedback to try to continuously improve. We are pleased to report that customer satisfaction remains high with all our services. Thank you to everyone who took the time to take part in any of our customer surveys.





The overall satisfaction with Housing and Building Services is recorded in the annual postal Tenant Satisfaction Survey. This started to improve again in 2008, following a dip between 2006 and 2008. We continue to make service improvements in conjunction with our tenants.

