

Are You 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. Thank you to everyone who took the time to complete a questionnaire.

The overall satisfaction with Housing and Building Services was recorded in the postal annual Tenant Satisfaction Survey. It has been agreed with the Tenants Panel that in order to understand the reasons for the dip in satisfaction levels, and what we need to do to improve, we will have an in-depth independent Tenant Satisfaction Survey carried out in 2008-2009.

