

Tenant Feedback Data - collected by Repairs Call Centre Team	Column1	Column2	Column3	Column4	Column5	Column6	Column7	Column8	Column9	Column10	Column11	Column12	Column13	Column14	Column15	Column16	Column17	Column18	Column19	Column20	Column21	Column22	Column23	Column24	Column25	Column26	Column27	Column28	Column29
	1-Oct-20	1-Nov-20	1-Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23
Overall Satisfaction	90.30%	85.40%	92.60%	80.40%	83.80%	93.60%	92.20%	93.50%	93.50%	91%	93.20%	99.42%	93.74%	90.96%	94.50%	91.40%	90.60%	92.10%	94.50%	91.90%	91.90%	94%	84.60%	85.50%	86.10%	80.20%	91%	87%	81%
Overall Dissatisfaction	9.70%	14.60%	7.40%	19.60%	16.20%	6.40%	7.80%	6.50%	6.50%	9%	6.80%	0.58%	6.26%	9.04%	5.50%	8.60%	9.40%	7.90%	5.50%	8.10%	8.10%	6%	15.40%	14.50%	13.90%	19.80%	9%	13%	19%
Satisfaction with call handling	96.70%	92.70%	100%	95.40%	99.30%	100%	96.10%	96.10%	96.10%	98%	100%	97.70%	96.80%	93.50%	97.80%	99.20%	100%	99.40%	97.20%	98%	98%	100%	96%	91%	96%	97%	97%	98%	99%
Satisfaction with appointment slot	96%	78.10%	95%	93.20%	91.20%	96%	55.70%	67.70%	79.30%	97%	99.30%	70.11%	75%	99%	92.30%	92.30%	89%	92.70%	93.40%	97%	98%	98%	90%	94%	90%	97%	99%	92%	97%
Satisfaction with operative	94.60%	91.60%	98.60%	93.20%	97.30%	97.60%	78.80%	92.70%	98.30%	93%	97.90%	100%	95.30%	90.90%	97.80%	97.60%	96%	97.80%	95%	99%	100%	97%	92%	99%	88%	98%	92%	93%	99%
First Time Fix	95.40%	71.80%	82.50%	82.50%	73.80%	77.70%	73%	70.90%	73.40%	77%	82.50%	86.70%	96.80%	78%	76.90%	76.90%	77.30%	77.20%	82.80%	89%	87%	81%	80%	83%	75%	61%	74%	71%	69%
Could we improve	19.90%	14.50%	27.50%	27.50%	27.50%	22%	11%	7%	18.50%	22.50%	20.80%	12%	9.30%	21.90%	16.40%	15.70%	14.80%	22.20%	8.20%	0%	16%	15%	11.50%	17%	25%	30%	21%	24%	31%
Recommend Repairs Service	92.50%	91.60%	89.90%	89.90%	83.20%	90.40%	67%	90.30%	89.80%	94%	95.30%	98.80%	93.70%	93.70%	94.50%	93.70%	90.60%	95.70%	80.20%	93%	93%	97%	90%	91%	87%	91%	92%	90%	80%
Exceeded expectations	85.70%	85.40%	86.50%	86.50%	77.10%	76.90%	69%	66.90%	79.30%	65.50%	92.60%	97.10%	93.70%	89%	92.30%	92.90%	89%	93.60%	95%	94%	93%	94%	87%	86%	87%	82%	90%	86%	84%

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