

# Majority of customers happy with housing services

**The Gateshead Housing Company has once again received praise for the high standard of services from its annual survey of customers.**

Of the 1,200 plus tenants and leaseholders that completed the survey, almost nine out of 10 were satisfied with the overall service we offer.

Satisfaction with the standard of estates and neighbourhoods went up compared with last year - as did customers seeing their rent and charges as good value for money.

Opportunities to be involved and listened to increased compared with 2012, with the company's long-term plan to invest in housing seeing customers' satisfaction with their home staying the same high level as last year.

High quality, timely repairs, along with well-maintained estates and continuing to tackle antisocial behaviour came out as residents' top priorities across the borough.



**88.7%** of our customers are **happy** with the **overall services** we offer.

**This is on target compared to last year (89.2%)**



**87.5%** are happy  
with the **standard** of  
their **home**.

The same  
as in 2012  
(87.5%)



**87.3%** of customers  
are **happy** with the  
neighbourhood they **live** in.

This is up from  
last year's  
survey (86.6%)



**85.6%** of customers see their  
**rent** and **service** charges as  
**good** value for **money**.

This is up  
from last year  
(83.6%)



**73.6%** of customers  
are **satisfied** with the  
opportunities to get **involved**  
in future **decisions** we make.

This is up  
from 2012  
(73.1%)



**73.9%** of customers are  
**happy** that their **views**  
are taken into **account**.

This is up from  
last year's  
survey (73.6%)



If you are interested in giving us your views or getting involved in improving our future services then contact the Involvement Team on **0191 433 5357** or e-mail **involve@gatesheadhousing.co.uk**