

# Majority of customers still happy with our services

The Gateshead Housing Company has received praise for its services after carrying out its annual survey of customers.

Of the 3,400 tenants and leaseholders that completed the survey, almost 90 per cent were satisfied with the overall service the housing company provides.

Opportunities to influence decisions, value for money and the homes and neighbourhoods people live in, also scored highly, but in some cases reduced a little from last year.

The company is now looking to maintain its high level of housing services in the future with the involvement of customers.



**89.2%** of our customers are happy with the overall services we offer.

This is up from last year's survey (88%)



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

This is more than in 2011 (87%)



**86.6%** of customers are happy with the neighbourhood they live in.

This is up from last year's survey (86%)



**83.6%** of customers see their rent and service charges as good value for money.

this is down on last year (85%)



**73.1%** of customers are satisfied with the opportunities to get involved in future decisions we make.

This is up from 2011 (70%)



**73.6%** of customers are happy that their views are taken into account.

This is up from last year's survey (70%)



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](mailto:involve@gatesheadhousing.co.uk)