

We're still 'at your service' say customers

Tenants and leaseholders have praised the housing company for keeping its high level of customer service in a recent survey.

Of the 884 responses (from the 5,000 randomly selected customers) almost 91% were satisfied with the company's customer service and its fairness.

The survey also showed the vast majority of customers still contact the company by phone, though use of the internet and text to get in touch had increased.

The company is now going to use the results to make even more improvements to customer service over the coming year.

This will include helping more customers access its services online.



90.7% of customers were **satisfied** with the **service received** when they **contacted** us.

This was up from last year (90.4%)



89.8% of customers were **satisfied** they talked to the **right person** when they **contacted** us.

This is up from last year (87.7%)



80.9% of customers use a **phone** when they want to **contact** us.

This is up from last year's survey (75.09%)



71% of customer contacts **related** to reporting or querying a **repair**.

Less than 4.5% of contact from customers was about antisocial behaviour.



87.8% of customers were **satisfied** their last enquiry had **been dealt** with **quickly** and **efficiently**.

This was up from last year (87.4%)



91.5% of customers thought they were treated **fairly** by us.