

CUSTOMER SATISFACTION SURVEY RESULTS

What you told us in the customer satisfaction surveys to 30th
June 2025:

95% of CRHA customers are happy with our services



76% of our customers are satisfied with repairs
that have been completed within the last 12
months

74% are satisfied with the time it took for their
repair to be completed

100% of respondents who had a complaint in the last
12 months are satisfied with how CRHA
approached and handled the complaint



82% are satisfied that their landlord listens to their
views and acts upon them



95% are happy that CRHA keeps them informed about
things that matter to them

94% agree that CRHA treat their customers fairly
and with respect

"We have nothing but
great things to say about
CRHA and the staff"



87% of our customers are satisfied that their
home is well maintained

98% are satisfied that their home is safe



"The home is
lovely and well
maintained."



60% are satisfied that CRHA keeps communal areas
clean and well maintained

66% are satisfied that the landlord makes a positive
contribution to neighbourhoods



56% are satisfied with CRHAs approach to
handling anti social behaviour