



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