

CUSTOMER SATISFACTION SURVEY RESULTS

So far this year:

89% of CRHA customers are happy with our services



“Very happy living in my home, it is beautiful”

83% of our customers have said they are satisfied with repairs that have been completed within the last 12 months & **73%** were satisfied with the time it took for their repair to be completed



65% of respondents are satisfied with CRHAs approach to handling complaints – 10% feel improvement is required here



63% are satisfied that their landlord keeps communal areas clean and well maintained

“Happy with the service provided by CRHA”

83% are satisfied that their home is well maintained



91% are satisfied that their home is safe

78% are satisfied that their landlord listens to their views and acts upon them



86% are satisfied that CRHA keeps tenants informed about the things that matter to them



91% of our customers agree that CRHA treats tenants fairly and with respect



66% are satisfied that CRHA make a positive contribution to their neighbourhoods & 31% expressed no view

58% are satisfied with the CRHAs approach to handling anti-social behaviour & 36% expressed no view

