

Our customers help us with surveys to tell us about their experience of moving into their new home. This allows us to listen to customer views and understand their experiences so we can improve our services.

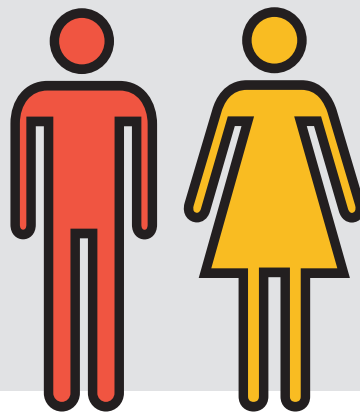
The average satisfaction score tells us what the “norm” is for customer responses to each question in the survey.

This page gives you details about the results of the survey.



124

customers completed the survey, mostly within Stockton, Hartlepool and Middlesbrough



Satisfaction index

The satisfaction index is an overall measure of Thirteen’s success in satisfying customers.

87.0%

was the satisfaction index for January 2019 – an increase from December 2018.



73.4%

of customers were likely to recommend Thirteen as a landlord to other people.

Satisfaction scores in January 2019 - all scores out of 10.

Satisfaction with the internal standard for decoration	7.6
Satisfaction with the condition of the garden	8.1
Satisfaction with the time it took from application to moving into the home	8.7

Satisfaction with being kept informed about progress of cleaning and repairs **8.5**

Satisfaction with the cleanliness of the property **8.1**

Satisfaction with the standard of the outside of customer homes **8.5**

Satisfaction with the standard for fixtures and fittings **8.5**

Satisfaction with the support received to move into their new home **9.2**

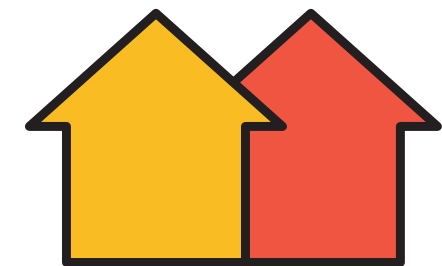
Satisfaction with neighbourhood co-ordinator responses to queries **9.3**

Satisfaction with neighbourhood co-ordinators providing information **9.3**

Satisfaction with the home lettings service **9.1**

Satisfaction with the size of the property **9.3**

Satisfaction with ease of applying for the property **8.8**



Acting on feedback

Thirteen has acted on the comments of customers by:



Examining and reviewing the property standard

Assessing the development of a quicker lettings process

Introducing welcome boxes to help customers settle into their home more quickly

Promoting the neighbourhood co-ordinator role