

Customer opinion survey March 2019

Customer opinions are really important to Thirteen. They help us to better understand our customers and to improve the services we provide.

At the beginning of 2019, we contacted over 2,500 customers to ask for their opinions about our services. You can find out about some of the comments customers had, together with the actions we're taking to improve services.

Homes



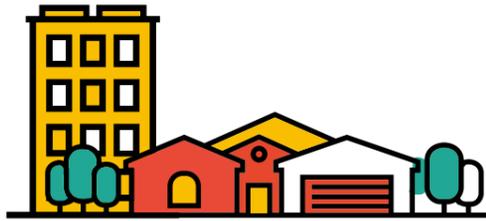
People gave an overall score for their satisfaction with their home of

8.2 out of **10**

You said: Some customers told us they had experienced problems with repairs in their home.

We did: We have agreed a standard for the condition of all our homes to meet. Our £34.1m investment in homes in 2019-20 will help homes maintain this standard.

Neighbourhoods



People gave an overall score for their satisfaction with their neighbourhood of

7.6 out of **10**

You said: Some customers experienced problems with anti-social behaviour (ASB) and their local environment

We did: We expanded our ASB team and are introducing a new mobile app to help record ASB incidents. We also started clean sweep campaigns to tidy up our neighbourhoods.

Recommendation



For how likely they'd be to recommend Thirteen to friends or family, people gave an overall score of

8.9 out of **10**

This puts Thirteen in the **top 25%** of companies in the country for customer recommendations.

Contacting Thirteen



People gave an overall score for how easy it is to contact Thirteen of

9 out of **10**

You said: Almost 90% of people said they prefer to contact Thirteen by phone.

We did: We have extended our customer contact centre opening hours. We're now open from 8am to 8pm each weekday and are improving the range of ways people can contact us with a new customer website and Stockton customer centre for 2019.

Staying with Thirteen



For how likely it would be to stay in their Thirteen home over the next two years, people gave an overall score of

8.6 out of **10**

You said: Some customers said they would consider moving to a different sized home or to somewhere that helped with their disability or other special need.

We did: For 2019, we're changing the system that helps customers to swap their home with other tenants. This year, we're also spending £5m on aids and adaptations to help people stay in their own home for longer.