# thirteen

## Customer satisfaction 2016

**1525**

customers interviewed

## What is important to customers? (top 3)

Quality of your home

Area/estate you live in

Quality of repairs / workmen

## What customers like:

Customers say they like staff attitude and good repairs:

Most satisfied with (top 3):

Helpfulness of contact team

Quality of your home

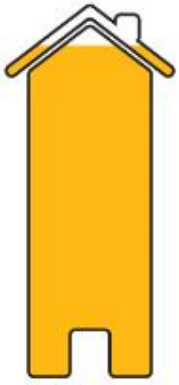
Quality of repairs/ workmen

*"Thirteen Group are **very helpful** when you phone the call centre and they are **very pleasant** on the phone too."*

*"It is an **excellent home** and I really mean that. It's **very clean, beautiful** and there is ample of space."*

*"Every time I have had a repair the workmen that have come out are **very polite** and **they do an excellent job**."*

Overall satisfaction with the service provided:



**87.2%**

**Above average score in this sector**