

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

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



Quality of
your home

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

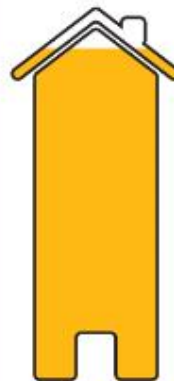


Quality of repairs/
workmen

"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**