

Customer Satisfaction Survey results

Performance indicator	Performance 2013	Performance 2014
Percentage of customers satisfied with the overall service	83%	86%
Percentage of customers satisfied with the quality of their home	86%	88%
Percentage of customers satisfied that their rent is value for money	83%	83%
Percentage of customers satisfied with the neighbourhood they live in	87%	89%
Percentage of customers satisfied with repairs and maintenance	81%	84%
Percentage of customers satisfied that SARH listens to views and acts upon them	64%	71%
Percentage of customers that consider that SARH is good at keeping customers informed	76%	84%

