



We're Listening

Improving our communal areas

Who did we talk to?

We wanted to hear from our customers living in homes with communal areas, to understand what was working well and where we can do better.

In March 2024, we sent a survey, via text message, to everyone living in homes with communal areas. We received 423 responses, giving us a 20% response rate.

What did you tell us?

Customers told us that:

Some customers were really happy with the services we provide and the condition of communal areas – but others highlighted areas for improvement.

Here's how you rated us (out of 5):

Service or asset condition	Average rating	Star rating+
Cleanliness of communal areas	3.4	★★★★
Grounds maintenance	3.1	★★★★
Internal painting	2.84	★★★★
Lighting	3.92	★★★★★
Door entry system	2.84	★★★★

+ rounded to the nearest star

Over the past year, we've used the feedback for each set of homes to guide our improvement plans.

Here's what we've achieved:

- Completed a programme of regular spot checks of our cleaning service
- Changed our grounds maintenance contractor
- Upgraded 170 door entry systems
- Painted the internal walls of 100 of our blocks

What's next

We're continuing to run this survey each year to track progress and shape future improvements

Thank you

We'd like to thank all the customers who took the time to complete the survey. Your voice matters!

