# Electrical testing survey summary

## April to September 2026




We asked tenants for their feedback on the electrical testing that was carried out to their home.

**446** surveys sent

**109** surveys completed

27% response rate

| | | Compared to 25/26 |
|---|---|---|
| Overall satisfaction | 94% | ↑ 3% |
| Made an appointment | 95% | → 0% |
| Happy with appointment time | 99% | ↑ 3% |
| We attended on time | 97% | → 0% |
| Operative introduced themselves | 93% | ↑ 2% |
| Arranged follow on work (if needed) | 90% | ↑ 19% |

berneslai homes