Gas servicing survey summary

April to September 2026



We asked tenants to give us their feedback on the gas servicing that was carried out to their home.

We asked feedback from **7,665**

1,445 Gave feedback

Satisfaction Results

		Property Services Repairs Team	Wates	Compared to 2025/26
Made an appointment	95%	96%	91%	-1%
Happy with appointment time offered	95%	96%	93%	0%
We attended on time	97%	98%	90%	0%
Operative introduced themselves	93%	94%	90%	+1%
We arranged any follow on work (if needed)	80%	83%	71%	+18%
Overall satisfaction	95%	96%	94%	0%

berneslai homes