Lift servicing survey summary

April to September 2026





We asked tenants how they felt about the recent lift servicing that was carried out to their home.

174 surveys sent

43 surveys completed

27.9% response rate

		Compared to 25/26
Overall satisfaction	97%	↑ 4%
Made an appointment	97%	↑ 16%
Happy with appointment time	98%	↓ 2%
We attended on time	97%	↓ 2%
Operative introduced themselves	98%	↑ 5%
Arranged follow on work (if needed)	100%	↑ 33%

berneslai homes