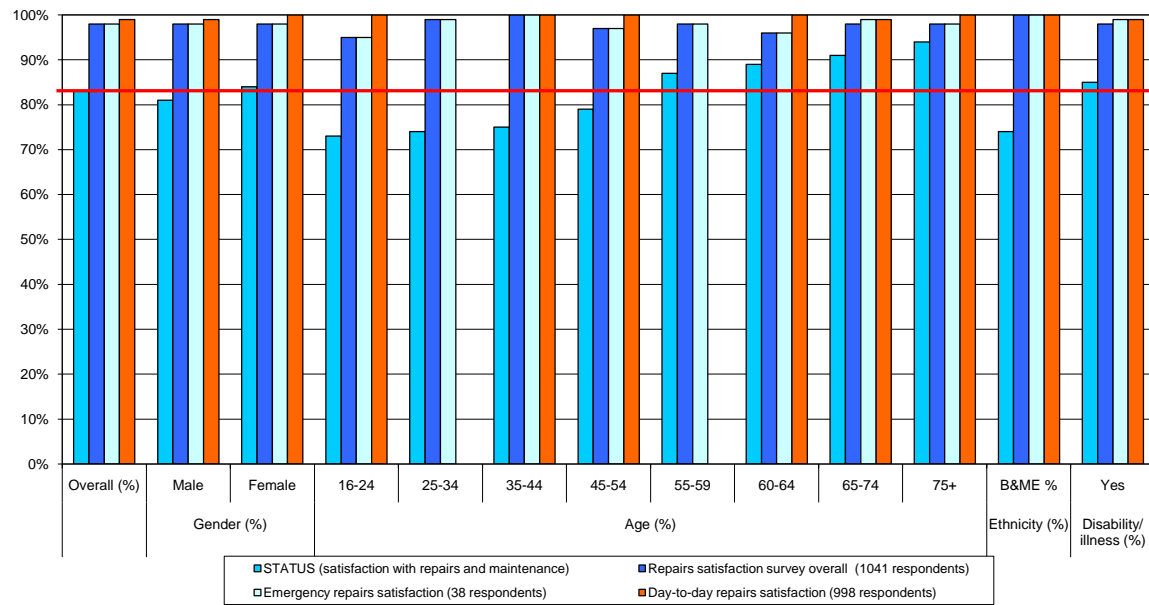


Repairs Satisfaction

Service Area 09 - Sept 09 (inclusive)	April																								
	Overall (%)	Gender (%)				Age (%)												Ethnicity (%)		Disability/ Illness (%)					
		Male	Female	16-24	25-34	35-44	45-54	55-59	60-64	65-74	75+	B&ME %	Yes												
STATUS (satisfaction with repairs and maintenance)	83%	81%	84%	73%	74%	75%	79%	87%	89%	91%	94%	74%	85%												
Repairs satisfaction survey overall (746 respondents)	98%	98%	284	98%	462	95%	42	99%	106	100%	116	97%	127	98%	57	96%	52	98%	102	98%	144	100%	124	98%	220
Day-to-day repairs satisfaction (998 respondents)	98%	98%	273	98%	451	95%	41	99%	106	100%	111	97%	126	98%	57	96%	50	99%	97	98%	136	100%	121	99%	216
Emergency repairs satisfaction (38 respondents)	99%	99%	9	100%	9	100%	1	0%	0	100%	4	100%	1	0%	0	100%	2	99%	4	100%	6	100%	2	99%	4



Key points

- Overall satisfaction is very high for each repair category and across all diversity strands.
- The satisfaction of younger people of emergency repairs has improved since the last report. However numbers are very low and we should consider increasing the sample size.