



















In the autumn of 2008 we asked tenants to take part in a satisfaction survey, 1428 people responded.



And Our Survey Said...

		2008	2006	Since last time?
	Satisfaction with the overall service provided by LHT	86%	85%	
	Satisfaction with the general condition of the property	81%	80%	
	Satisfaction with your accommodation	84%	83%	
	Satisfaction with the repairs and maintenance service	81%	79%	
	Satisfaction with the outcome of contact with LHT	75%	77%	
	Satisfaction with the overall level of customer care	90%	87%	
	Satisfaction with being kept informed	83%	82%	
	Satisfaction with views being taken into account*	79%	61%	
	Satisfaction with the value for money of rent	77%	71%	

*The wording of this question changed between 2006 and 2008 so the results are not directly comparable.

LHT is part of the Vicinity Group

