

# Repairs Satisfaction Checks

382 Responses

14:54 Average time to complete

Active Status

1. Do you think these changes make it clearer what you can expect from us?

<span style="color: blue;">●</span> Yes	257
<span style="color: orange;">●</span> No	33
<span style="color: green;">●</span> Maybe	89



2. Currently we don't provide an appointment for all jobs, such as external works where we won't need to gain access inside your property. Do you think we should provide you with an appointment for all repairs you report?

<span style="color: blue;">●</span> Yes	277
<span style="color: orange;">●</span> No	69
<span style="color: green;">●</span> Maybe	36



3. Do you think that it is reasonable that the above are tenant responsibilities?

<span style="color: blue;">●</span> Yes	329
<span style="color: orange;">●</span> No	52



4. Why do you not agree?

49 Responses

Latest Responses

"Aerials already on property when Tennant move in removed or repaired t...

"We are in a recession/cost of living crisis "

[Update](#)

10 respondents (21%) answered **council** for this question.



5. Do you think tenants should be responsible for more repairs around their home?

● Yes	29
● No	349



6. What other repairs do you think tenants should be expected to undertake?

24  
Responses

Latest Responses

4 respondents (17%) answered **repairs** for this question.



7. although the list above sets out repairs that are tenants responsibilities we do still get asked to carry out these repairs occasionally. Do you think there are circumstances where the Council should carry out the repairs?

● No	32
● Yes if a tenant is willing to pay f...	103
● Yes if the tenant would not be a...	234
● Yes if the tenant would not be a...	145



8. Do you broadly agree with the current lettable standard?

● Yes	333
● No	48



9. What do you think should be different?

38  
Responses

Latest Responses

"My house was left in a disgusting state by the previous occupant. The co...  
"Home improvements- kitchens/bathrooms/windows/internal doors/fenci...

Update

9 respondents (26%) answered **standard** for this question.



10. Currently we do not decorate empty properties in most circumstances although we may issue a decorating pack to help the incoming tenant paint rooms that need it. Do you think we should?

- continue to provide decorating ... 167
- ensure that the kitchen, bathroo... 176
- Other 31



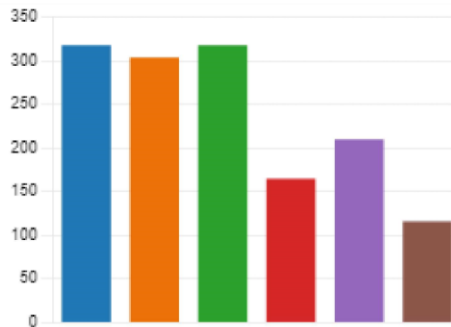
11. We know that drying washing indoors can contribute to damp and mould in the home. Do you think we ought to provide a rotary dryer in the garden wherever possible

- Yes 273
- No 105



12. The lettable standard currently only guarantees that rubbish will be removed from gardens. What standard do you think our gardens should be at when a property becomes occupied (you can choose more than one)

- any rubbish removed 318
- paths that are a trip hazard fixed 304
- boundary fences repaired/repla... 318
- lawns trimmed 165
- hedges/bushes cut back 210
- non-standard landscaping such ... 116



13. Currently we remove any carpets in the property regardless of their condition. Do you think we should leave carpets in place for the incoming tenant?

- No 22
- Yes 59
- only if the incoming tenant has ... 299



14. Do you think that people receiving compensation should have to provide evidence to support the claim

- Tenants should provide receipts ... 203
- Tenants should provide example... 65
- Tenants should only provide evi... 54
- Tenants should not need to pro... 54



15. We currently make a payment for time and trouble. Do you think these should be standard rates for all tenants or do you think we should consider individual circumstances when calculating a value for time and trouble?

- A single rate for all 193
- it should reflect circumstances 186



16. How do you think we could calculate time and trouble to reflect circumstances?

132

Responses

[Update](#)

21 respondents (16%) answered **tenant** for this question.



Latest Responses

"Possible with time of waiting amount per day over 30 day limit, and an i..."

0 Are you a Tenant or Leaseholder of NWLDC ?

<span style="color: blue;">●</span> Yes	382
<span style="color: orange;">●</span> No	0



21. Have you reported a repair with us in the last year?

<span style="color: blue;">●</span> Yes	334
<span style="color: orange;">●</span> No	48



22. Brief description of repair reported

Latest Responses  
 "toilet leak x2"  
 "Blown out window Mould and damp"

330 Responses

[Update](#)

64 respondents (20%) answered **leaks** for this question.



23. Did we complete the job on our first visit? If no how many return visits?

<span style="color: blue;">●</span> Yes	68
<span style="color: orange;">●</span> No	153
<span style="color: green;">●</span> 2 return visits	33
<span style="color: red;">●</span> 3-4 return visits	32
<span style="color: purple;">●</span> 5 or more return visits	37



24. Is the repair completed now?

<span style="color: blue;">●</span> Yes	116
<span style="color: orange;">●</span> No	214



2 .

5 How satisfied or dissatisfied are you with the standard of the repair?

Very satisfied	52
Satisfied	54
Neither satisfied nor dissatisfied	59
Dissatisfied	43
Very dissatisfied	111



26. How satisfied or dissatisfied are you with the workforce that completed the repair, this may includes did they show ID, were they polite and approachable (friendly) and professional in their service and manner?

Very satisfied	92
satisfied	66
Neither satisfied nor dissatisfied	82
Dissatisfied	24
Very dissatisfied	49



27. In your opinion do you feel that your home is safe

Yes	200
No	129



28. If no please give details

135 Responses

Latest Responses  
"Mould is affecting my breathing"

[Update](#)

22 respondents (17%) answered **door** for this question.



2 .

9 Do you have any further comments you wish to make about the repairs service you receive?

238 Responses

Latest Responses

"My toilet was replaced in the end, the old toilet put out front, reported by...  
"Still awaiting a repair from January 2024 from it being reported."

Update

90 respondents (39%) answered **repair** for this question.



30. Are you interested in getting involved with NWLDC, this can include policy or services reviews, attending regular meetings, virtual involvement. If you let us know we can contact you to discuss all opportunities to get involved. Your opinions are important to us and this can help us to shape our services to meet your needs. If you are make sure you have completed the contact details above

Yes	71
No	245
I'd like someone to talk to me a...	49

