

Have Your Say 2019



Thank you to everyone who took part in the Customer Voice Panel survey about an extended service offering. It is really helpful to get this feedback from you as it helps us to understand what you need and want from us regarding flexibility in our services.

We will be using your feedback to inform decisions around how we can develop our service to better suit your needs and wants, and to make our services fit around your work and life.

Below is a summary of the results.

4

On a scale of 1 to 5 (one being not at all and 5 being a lot), how much added flexibility would improve your experience with Yorkshire Housing, the average score was 4.



29%

Of respondents wanted added flexibility as it would lead to less time wasted for customers and staff.



53%

Said the repairs service was the most important service to have access to more flexibly.



73%

Of respondents usually contact us in the daytime between 9am and 5pm, but only 49% said this was due to convenience. The most common answer after this was that you do this to get a better response.



If you are interested in seeing the full results or any questions, please call 0113 825 6129 or email involve@yorkshirehousing.co.uk



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