



aire
valley
homes leeds

Environmental Services How have we performed?

A big thank you to all our customers who completed our on-going survey on environmental issues in the last three months.

- We asked if you felt personal responsibility for the area in which you lived, AVHL was pleased that over 83% of respondents felt that they had personal responsibility for the estate or community in which they lived
- We asked you about the confidence you have in contacting AVHL about issues such as a neighbour's garden which was untidy, you responded overwhelmingly that you have confidence in AVHL in reporting this and dealing with the issue, 86% of you responded positively
- In our survey we asked if you were a member of a tenant's and residents association - 65% of people that responded were NOT members of any group
- We asked if you had made a complaint concerning environmental issues and how AVHL had handled the complaint, we are pleased to report that only 12% of people surveyed had needed to complain and once you had complained everyone was satisfied with the speed and nature of our response
- AVHL has its own caretaking teams, known as Super Caretakers, we asked you if you had received a service from our teams. 50% of people that responded had received a service from the team, over 83% of you were satisfied with the speed of response
- We asked you about the quality of work carried out by the Super Caretakers, over 82% of people that responded were either very happy with the quality of work or happy with the quality of work.
- When we asked if the work carried out by the caretakers met with your expectations 93% of you said it met or almost met your expectations.
- We asked you about the contact with the team and your customer experience with the caretaking team, we are pleased that 94% of people the attitude and care of the team was either very good or good.

Overall we are pleased with the results of our environmental survey but we want to improve, **why not help us?** Take a look at how you can become a customer environmental inspector, fill out the interest form on the Environmental Customer Inspectors web page, send it to us, and we'll be in touch shortly afterwards.

We already have customer environmental inspectors so if you think you might be interested give us call and we'll arrange for you to meet with them and go out on an inspection before you make any commitment

if you have mobility problems or a disability we can help and you will still be able to play an important part in improving our services to you.