


























Nottingham City Homes

Vision Management System Customer Surveys

2011/2012



Service Area Surveyed		Average Score 2009/10	April 11	May 11	June 11	July 11	Aug 11	Sept 11	Oct 11	Nov 11	Dec 11	Jan 12	Feb 12	March 12	Target 2011/12	Are we getting better?
	Aids & Adaptations	8.88	9.76	9.43											9.10 	
	ASB	6.59	6.37	6.40											7.00 	
	Caretaking Service	7.25	6.70	7.49											7.50 	
	Complaints Service	6.54			5.95										5.50 	
	Debt Advice	8.13		8.18											8.00 	
	SWM- Heating	8.92	8.53	8.82											8.00 	
	SWM- Internals	8.03	8.08	7.99											8.00 	
	SWM- Windows	8.87		8.77											8.00 	
	Fencing/ Planned Maintenance	7.39	7.58	7.40											8.00 