

Thank you to all the clients who participated in this year's survey!

This **2025 Client Survey** has been conducted for Transform by The Leadership Factor (TLF). This is the **fifth year** that TLF has carried out our annual survey.

LCRA :
(Low Cost Rental Accommodation) – Transform is the Landlord



Non-LCRA :
Support and/or housing management only – Transform is **not** the Landlord

How you gave your feedback:



11
via Links for support workers



109
via SMS



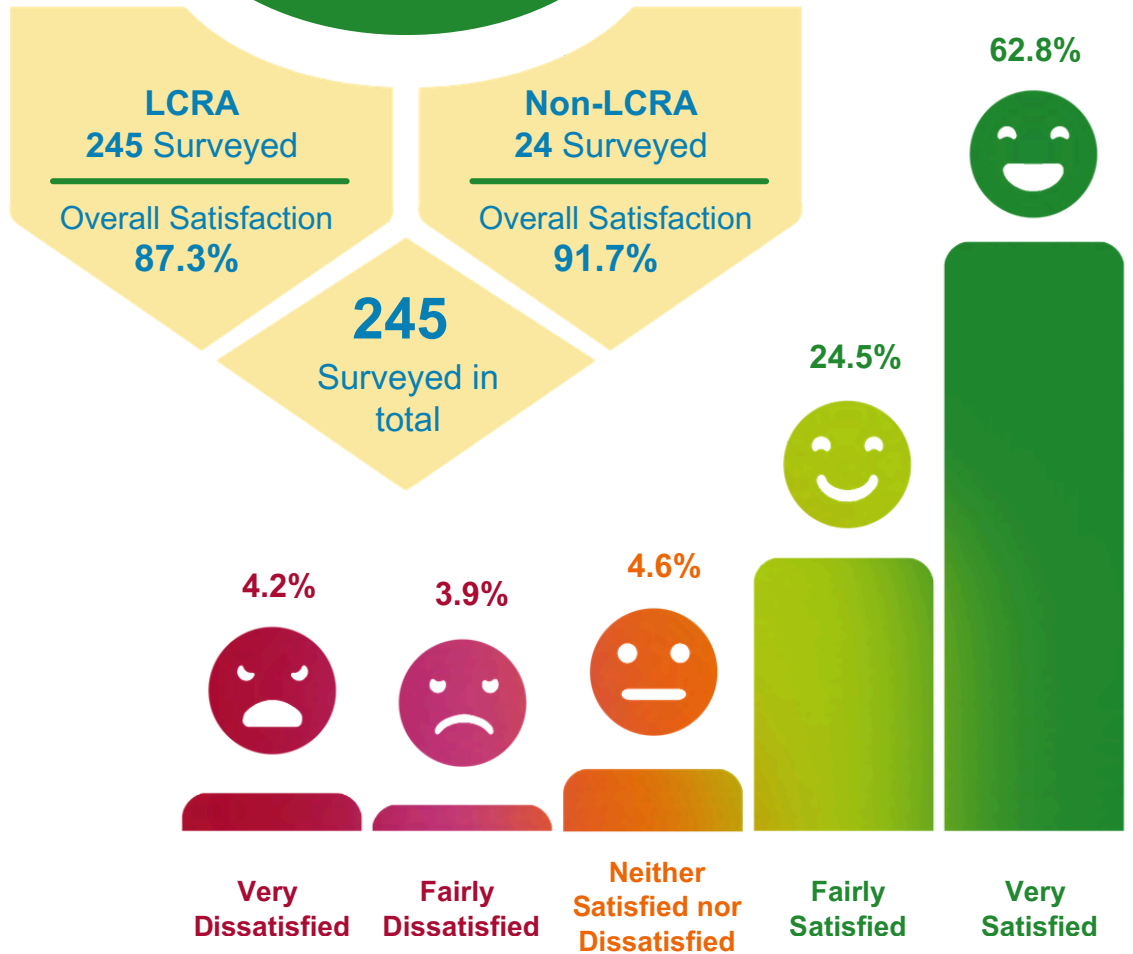
3
via Email



6
via Post



116
via Phone Call



LCRA Levels of Satisfaction

1-6

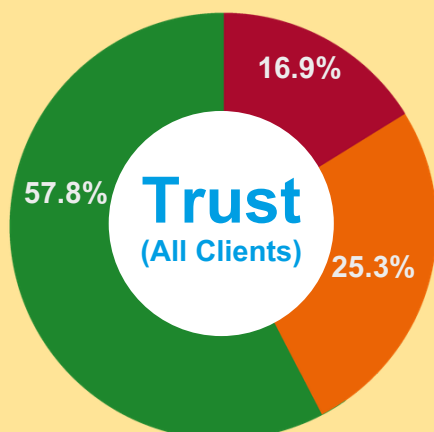
Trust Score

7-8

Trust Score

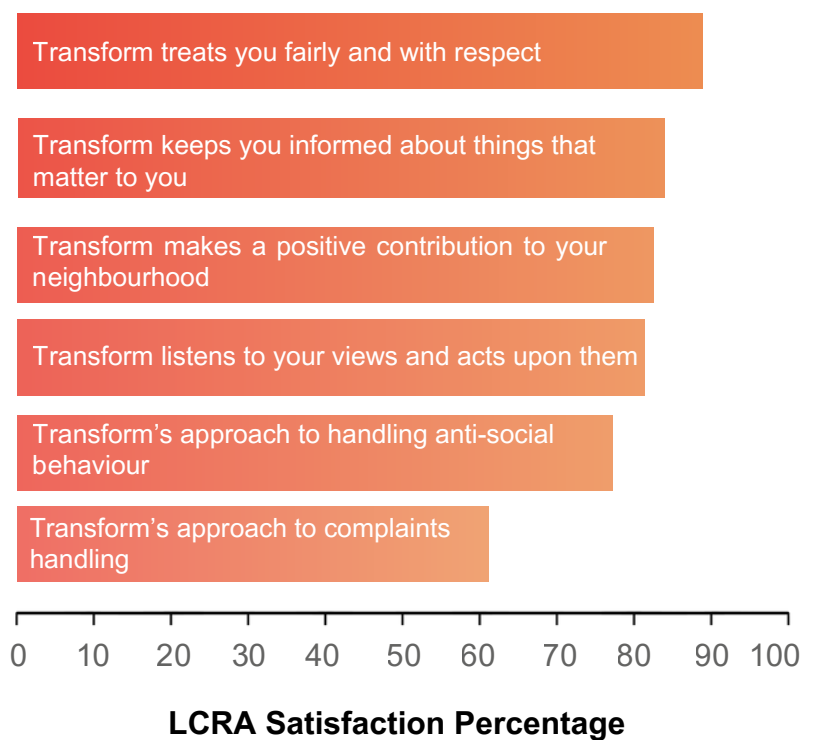
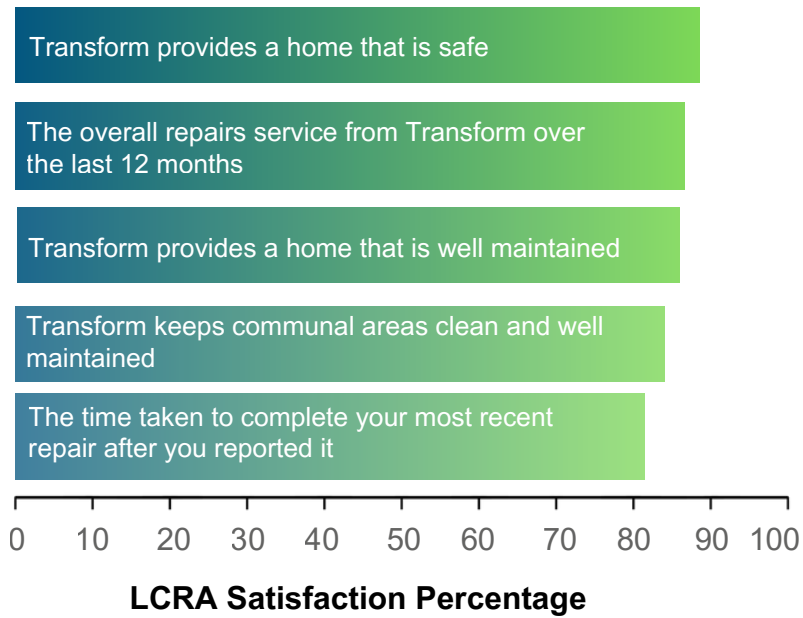
9-10

Trust Score



“To what extent do you trust Transform to do the right thing for you?”

On a scale of 1-10 **over half of all** our clients gave us a score of **9-10**



Since last year we have improved the most for our LCRA clients in:



Overall repairs service

+6.7%

higher satisfaction than last year



Makes a positive contribution to your neighbourhood

+5.4%

higher satisfaction than last year



Time taken to improve your repair

+2.8%

higher satisfaction than last year

For next year we are going to focus on improving in:

Approach to complaints handling



Approach to handling anti-social behaviour



Listening to clients' views and acting upon them



Overall, we will do more to ensure everyone receives a good quality service in all areas of our operations