

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

This **2024 Client Survey** has been conducted for Transform by The Leadership Factor (TLF). This is the **third 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:



**4**  
via Email



**29**  
via Post



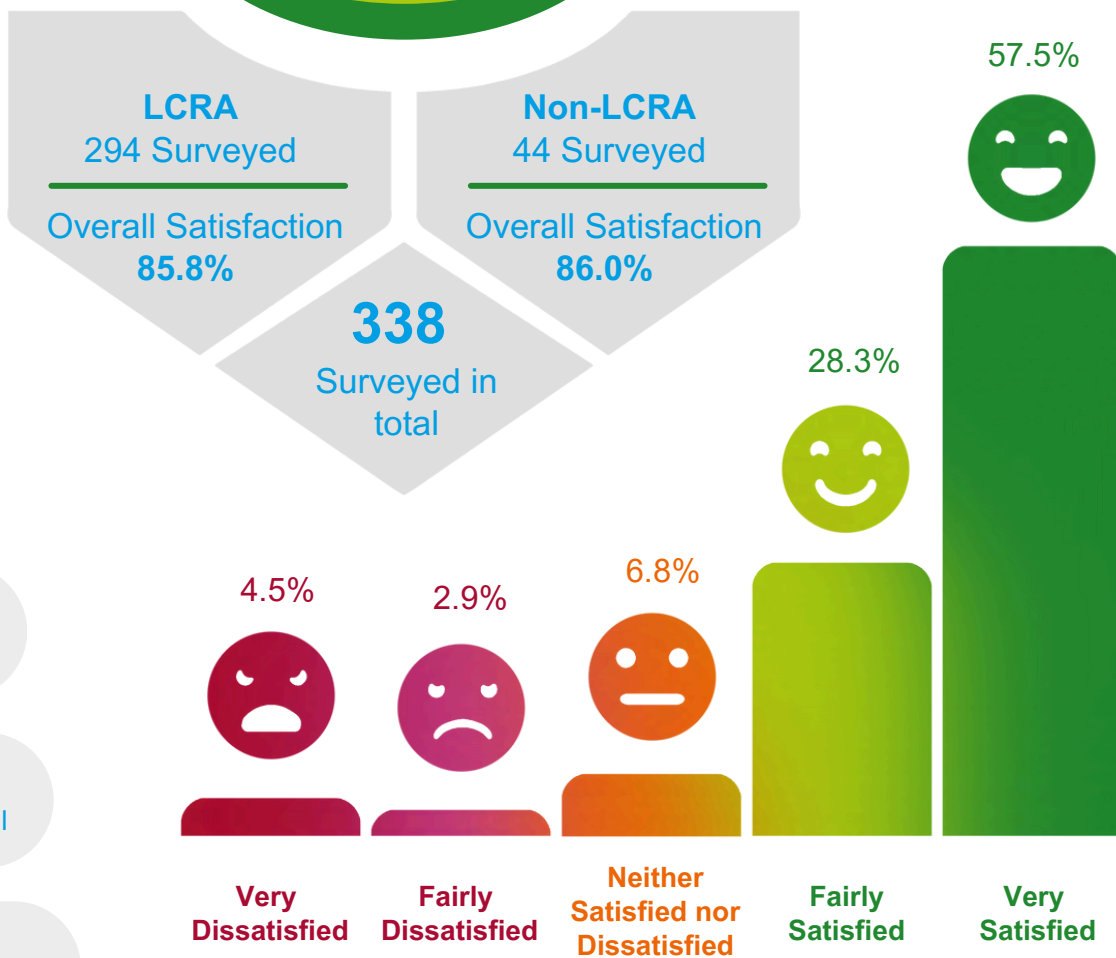
**55**  
via Web Link



**114**  
via Phone Call



**136**  
via SMS Text

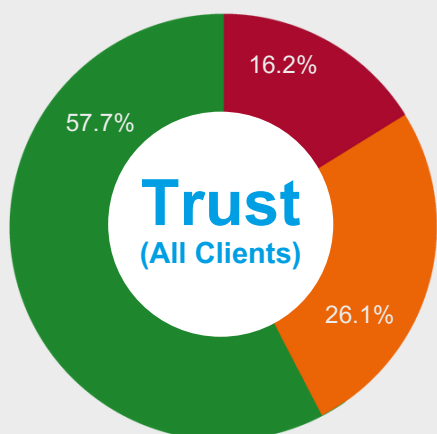


### LCRA Levels of Satisfaction

**1-6**  
Trust Score

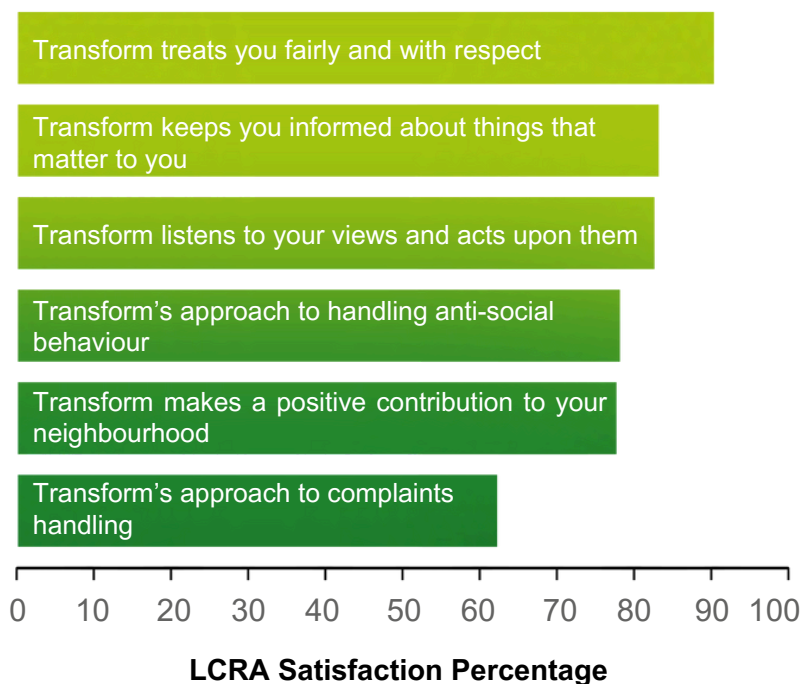
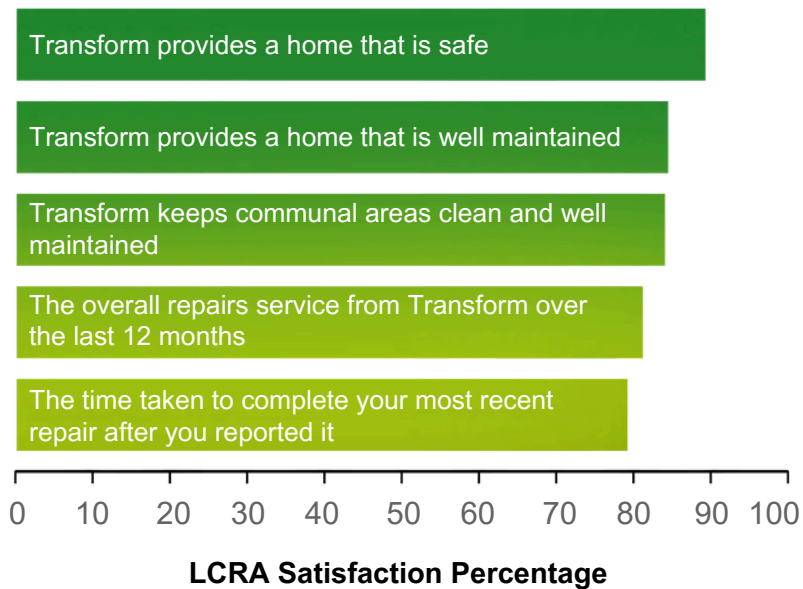
**7-8**  
Trust Score

**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:



**Maintaining Communal Areas**

**+6.4%**

higher satisfaction than last year



**Handling Complaints**

**+13.9%**

higher satisfaction than last year



**Handling Anti-social Behaviour**

**+6.2%**

higher satisfaction than last year

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

**Maintenance and Speed of Repairs**



**Being Responsive and Getting Things Done**



**Communication and Listening to Clients**



**Overall, we intend to do more to ensure that everyone receives consistent service**