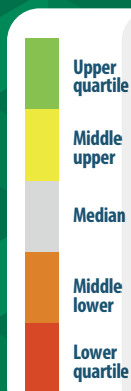




2018/19



The service provided by Melin

86.2%
satisfied

2017/18 **87.8%**
2016/17 **89.2%**
2015/16 **90.1%**
2014/15 **83.6%**

The overall quality of their home

86.7%
satisfied

2017/18 **89.1%** 2016/17 **88.4%** 2015/16 **88.0%** 2014/15 **85.4%**

Their neighbourhood as a place to live

80.2%
satisfied

2017/18 **80.2%** 2016/17 **82.7%** 2015/16 **86.4%** 2014/15 **80.9%**

That their rent provides value for money

81.3%
satisfied

2017/18 **84.9%** 2016/17 **84.9%** 2015/16 **85.9%** 2014/15 **82.1%**

That their service charges provide value for money

65%
satisfied

2017/18 **70.7%** 2016/17 **67.9%** 2015/16 **73.2%** 2014/15 **63.3%**

The way we deal with repairs and maintenance

82.3%
satisfied

2017/18 **83.1%** 2016/17 **84.6%** 2015/16 **85.3%** 2014/15 **79.5%**

That we listen to their views and acts upon them

70.4%
satisfied

2017/18 **69.9%** 2016/17 **71.5%** 2015/16 **72.4%** 2014/15 **64.9%**