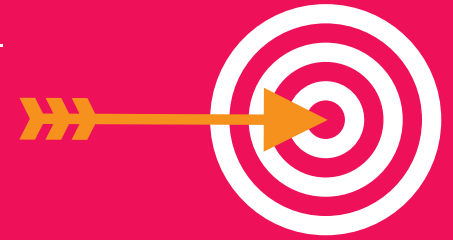


Regenda service promises – how we're performing



Feedback from April 2019 – September 2019



Our service promises are monitored by residents who have been trained as customer inspectors and mystery shoppers.

By looking at the service and the responses from our customers, we get a satisfaction score which tells us how we are performing against our service promises. **Our target is to achieve 8 or over.**

To find out more about our service promises visit www.regenda.org.uk/our-promises-to-you.