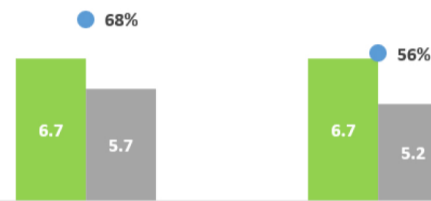
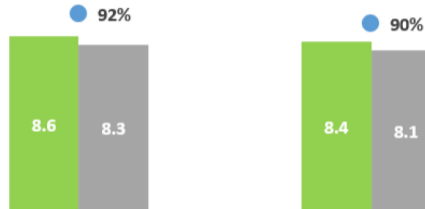
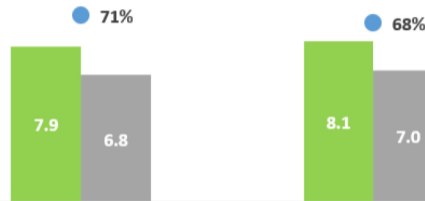


Anti-social behaviour

Repairs

Complaints



■ Effort ■ Trust ● Satisfaction

■ Effort ■ Trust ● Satisfaction

■ Effort ■ Trust ● Satisfaction

(Higher scores for 'effort' mean customers found things less effort)