

Customer Journey Map 2011 Agency User

Satisfaction with information about service you required

95%

Satisfaction with accessing the services you used

98%

Satisfaction with delivery of the service you required

94.5%

Satisfaction with timelines & quality of service used

96%

"Service is prompt, relevant and delivered in a friendly manner"

"Staff are courteous, friendly and knowledgeable"

We're listening to you

Your feedback asked us to include information about private housing, mortgage defaults. We have developed a section on www.housingadviceni.org specifically on dealing with mortgage defaults and are currently in the process of developing a complete new section of advice for tenants and landlords in the private rented sector.