

CUSTOMER SURVEY



Housing Repairs

Property ID: 16039001006

Survey ID: HR009

November 2010

On a scale of 1 to 10 (1 being very poor and 10 being very good), please score following questions. Please circle the score you agree with.



1	How easy was it to report your repair?	1	2	3	4	5	6	7	8	9	10
2	How satisfied were you with the way our staff treated you when reporting your repair?	1	2	3	4	5	6	7	8	9	10
3	How satisfied were you with the appointment arrangements for your repair?	1	2	3	4	5	6	7	8	9	10
4	How satisfied are you with the time taken to complete the repair?	1	2	3	4	5	6	7	8	9	10
5	How do you rate the conduct of the workperson, e.g. polite and respectful?	1	2	3	4	5	6	7	8	9	10
6	How well did the workperson protect your property whilst repairing your home?	1	2	3	4	5	6	7	8	9	10
7	How do you rate the condition your home was left after completion of the work, e.g. clean and tidy	1	2	3	4	5	6	7	8	9	10
8	How effective was the work in resolving your repair problem?	1	2	3	4	5	6	7	8	9	10
9	How do you rate the quality of the completed work?	1	2	3	4	5	6	7	8	9	10
10	Overall how would you rate the repair service?	1	2	3	4	5	6	7	8	9	10

(Please turn over if you wish to provide comments about the service you have received)

Signature _____

Date of Birth _____

E-mail _____

Telephone No _____

Date _____

CUSTOMER NAME & ADDRESS

Enquiry ID: 1