

CUSTOMER SURVEY



SWM - Boiler/Heating Installation

Property ID: 24TRE028006

Survey ID: HI009

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.



Very poor Poor Average Good Very Good

1	How do you rate the arrangements made for the new heating appliance installation?	1	2	3	4	5	6	7	8	9	10
2	How close to the agreed timescale was the work carried out?	1	2	3	4	5	6	7	8	9	10
3	How well did the engineer respond to your queries?	1	2	3	4	5	6	7	8	9	10
4	How do you rate the conduct of the engineer, e.g. polite and respectful?	1	2	3	4	5	6	7	8	9	10
5	How do you rate the care taken to protect your property, during the installation?	1	2	3	4	5	6	7	8	9	10
6	How do you rate the way your home was left after the installation was completed?	1	2	3	4	5	6	7	8	9	10
7	How do you rate the quality of the work?	1	2	3	4	5	6	7	8	9	10
8	How do you rate the effectiveness of the new boiler/heating installation?	1	2	3	4	5	6	7	8	9	10
9	If a fault occurred as a result of the new installation, how do you rate the contractors response?	1	2	3	4	5	6	7	8	9	10
10	How would you rate the service offered overall?	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 _____

Enquiry ID: 1

CUSTOMER NAME & ADDRESS