



March and April 2010 VMS Results




**Decent Homes Customer Care
Group**

20 July 2010






Key to VMS Reports

Colour codes

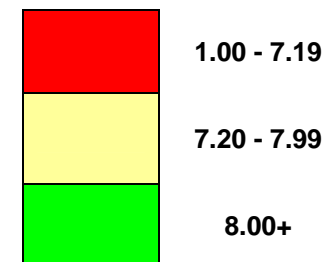
	1.00 - 7.19
	7.20 - 7.99
	8.00+

Arrow codes

	Improved
	Stayed the same (+/- 0.25)
	Declined

Internal Benchmarking - SWM- April 2009- March 2010

Organisation		Nationwide	DLO- Windows	SPI	Vinshire	DLO- Heating	FHM	Wates	Average Score
Number of Surveys sent out		1706	791	783	1302	395	1622	131	6730
Number of Replies per Month		508	214	209	506	118	481	44	2080
Percentage returned		29.78%	27.05%	26.69%	38.86%	29.87%	29.65%	33.59%	30.91%
Q1	How well were you informed before the windows and doors were fitted in your home?	8.40	8.62	7.89	8.70	7.28	7.97	7.04	8.26
Q2	How well were you informed in how to operate your windows and doors?	8.14	8.03	8.01	9.02	7.50	7.20	5.97	8.03
Q3	How would you rate the standard the workperson left your home?	8.42	8.56	8.31	9.00	8.32	7.46	7.04	8.31
Q4	How do you rate the time taken to complete the work on your home?	8.87	9.16	8.79	9.30	8.98	7.25	5.82	8.51
Q5	How do you rate the conduct of the workperson, e.g. polite and respectful?	9.09	9.44	7.88	8.60	8.24	8.62	8.36	8.72
Q6	How do you rate the care taken/cleanliness of your home during the improvement work?	8.48	8.61	7.64	8.29	7.60	7.43	6.46	8.07
Q7	How do you rate the arrangements that were made to minimise the inconvenience during the works?	8.59	8.71	8.13	8.85	7.86	7.39	6.59	8.27
Q8	How do you rate the quality of the completed work?	8.86	9.09	8.23	8.87	8.10	7.84	7.47	8.53
Q9	If a fault occurred as a result of the window replacement, how do you rate the response	8.05	8.63	8.12	8.82	6.50	6.73	6.05	7.90
Q10	Overall how well was this service delivered?	8.79	9.13	8.07	8.93	7.36	7.75	7.25	8.45
Overall Average		8.57	8.80	8.11	8.84	7.78	7.56	6.80	8.31
Target		8.00	8.00	8.00	8.00	8.00	8.00	8.00	8.00



Note: Questions 1-10 differ depending upon the survey type (e.g. windows, heating and internals)

Comment frequency- Secure- March and April 10

DLO

Ref	Comment Issues	Total
1	ID - Yes (94%)	51
2	ID - No (6%)	3
3	Happy with service/work completed, job well done	16
4	Unhappy with service/work	2
5	Workmen lovely/professional/helpful/clean/polite	12
6	Would like some new doors to go with new windows	3
7	Awaiting further work to be completed	6
8	Windows damaged/scratched, workmen made a mess	3
9	Didn't get much notice	1
10	Would have liked more choice of style of window	1
11	Workmen didn't keep to appointments	1
Total		99

Ref	Comment Issues	Total
1	ID - Yes (91%)	64
2	ID - No (9%)	6
3	Happy with service/work completed, job well done	26
4	Unhappy with service/work	2
5	Workmen lovely/professional/helpful/clean/polite	17
6	Workmen rude and inconsiderate	1
7	Would like some new doors to go with new windows	5
8	Awaiting further work to be completed	12
9	Windows cracked/scratched	4
10	Would have liked all windows to be done at the same time	1
11	Would have like a more specific appointment time	1
12	Had to clean up after the work	2
13	New door not as sturdy as the old one	1
Total		142

Notices

DLO- March			
1	Information notices	6	21%
2	Rectication notices	4	14%

DLO- April			
1	Information notices	10	23%
2	Rectication notices	14	32%

Nationwide- March			
1	Information notices	11	26%
2	Rectication notices	12	28%

Nationwide- April			
1	Information notices	9	20%
2	Rectication notices	12	27%

Response rates

March

Contractor	Sent- received	Response rate
<i>DLO</i>	75 surveys sent, 28 received back	37%
<i>Nationwide</i>	102 surveys sent, 43 received back	42%

Response rates

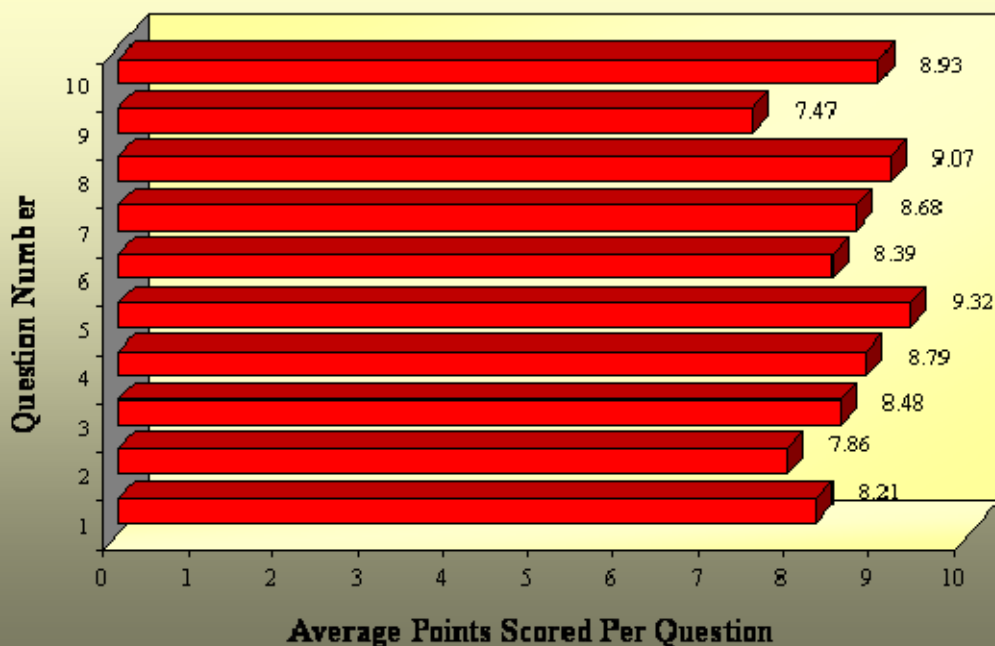
April

Contractor	Sent- received	Response rate
<i>DLO</i>	174 surveys sent, 44 received back	25%
<i>Nationwide</i>	125 surveys sent, 45 received back	36%

DLO

SWM - Windows Replacement

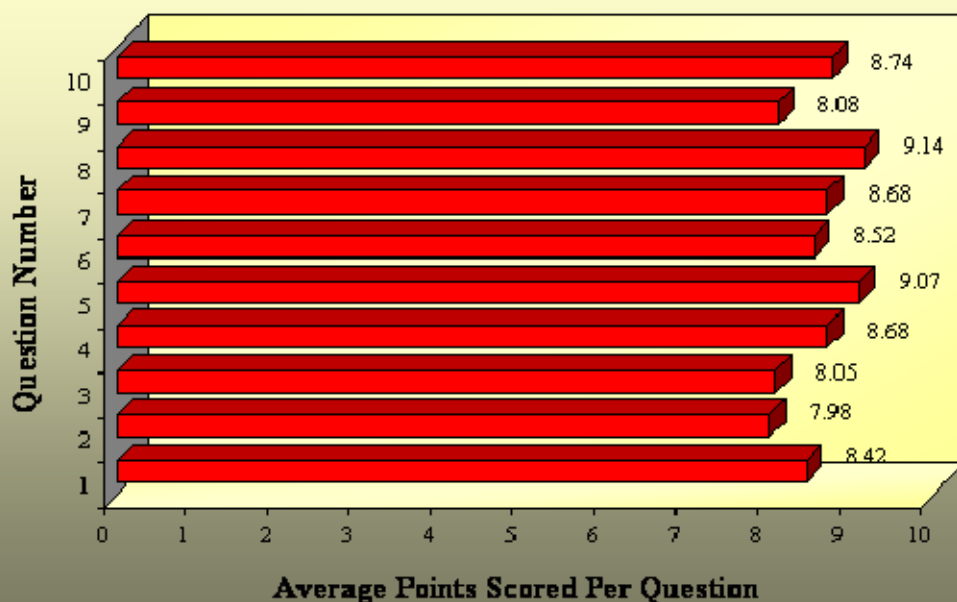
Questions		Mar-10	Apr-10	Trend
1.	How do you rate the level of notice given prior to commencement of works in your property?	8.21	8.48	↑
2.	How well were you informed in how to operate your windows and doors?	7.86	8.26	↑
3.	How would you rate the standard the contractor left your property?	8.48	8.75	↑
4.	How do you rate the time taken to complete the work on your property?	8.79	9.20	↑
5.	How do you rate the conduct of the workperson, e.g. polite and respectful?	9.32	9.34	↔
6.	How do you rate the care taken/cleanliness of your property during the improvement work?	8.39	8.59	↔
7.	How do you rate the arrangements that were made to minimise the inconvenience during the works?	8.68	8.59	↔
8.	How do you rate the quality of the completed work?	9.07	9.07	↔
9.	If a fault occurred as a result of the window replacement, how do you rate the contractor's response	7.47	8.32	↑
10.	Overall how well was this service delivered?	8.93	9.07	↔
OVERALL AVERAGE		8.52	8.77	↔



Nationwide

SWM - Windows Replacement

Questions	March	April	Trend
1. How do you rate the level of notice given prior to commencement of works in your property?	8.38	8.42	↔
2. How well were you informed in how to operate your windows and doors?	8.38	7.98	↓
3. How would you rate the standard the contractor left your property?	8.69	8.05	↓
4. How do you rate the time taken to complete the work on your property?	8.86	8.68	↔
5. How do you rate the conduct of the workperson, e.g. polite and respectful?	9.31	9.07	↔
6. How do you rate the care taken/cleanliness of your property during the improvement work?	8.95	8.52	↓
7. How do you rate the arrangements that were made to minimise the inconvenience during the works?	8.98	8.68	↓
8. How do you rate the quality of the completed work?	8.93	9.14	↔
9. If a fault occurred as a result of the window replacement, how do you rate the contractor's response	7.63	8.08	↑
10. Overall how well was this service delivered?	8.79	8.74	↔
OVERALL AVERAGE	8.69	8.54	↔



Comment frequency- Warm- March & April 10

DLO

Ref	Comment Issues	Total
1	ID - Yes (94%)	15
2	ID - No (6%)	1
3	Happy with service/work	4
3	Unhappy with service/work	1
4	Workers were brilliant, polite, tidy	2
4	Workmen didn't turn up	2
5	Awaiting further work/repairs	7
Total		32

SPI

Ref	Comment Issues	Total
1	ID - Yes (97%)	33
2	ID - No (3%)	1
3	Happy with service/work	9
4	Unhappy with service/work	3
5	Workmen left a mess and caused damage	2
6	Workers polite, respectful and efficient	5
7	Awaiting further work/repairs	1
8	Work took longer than expected and had no warning of them coming	1
Total		55

Vinshire

Ref	Comment Issues	Total
1	ID - Yes (95%)	35
2	ID - No (5%)	2
3	Happy with service/work	11
4	Unhappy with service/work	0
5	Workmen very nice/polite/efficient/tidied up	16
6	Workmen left a mess/didn't put things back properly	3
7	Awaiting further work/repairs	2
8	TRVs are inefficient	1
9	Work took longer than expected to complete	1
Total		71

Notices

DLO- March			
1	Information notices	0	0%
2	Rectication notices	2	29%

DLO- April			
1	Information notices	3	23%
2	Rectication notices	4	31%

SPI- March			
1	Information notices	6	38%
2	Rectication notices	4	25%

SPI- April			
1	Information notices	8	30%
2	Rectication notices	5	11%

Vinshire- March			
1	Information notices	0	0%
2	Rectication notices	3	10%

Vinshire- April			
1	Information notices	7	37%
2	Rectication notices	3	16%

Response rates

March

Contractor	Sent- received	Response rate
<i>DLO</i>	19 surveys sent, 7 received back	37%
<i>SPI</i>	48 surveys sent, 16 received back	33%
<i>Vinshire</i>	81 surveys sent, 31 received back	38%

Response rates

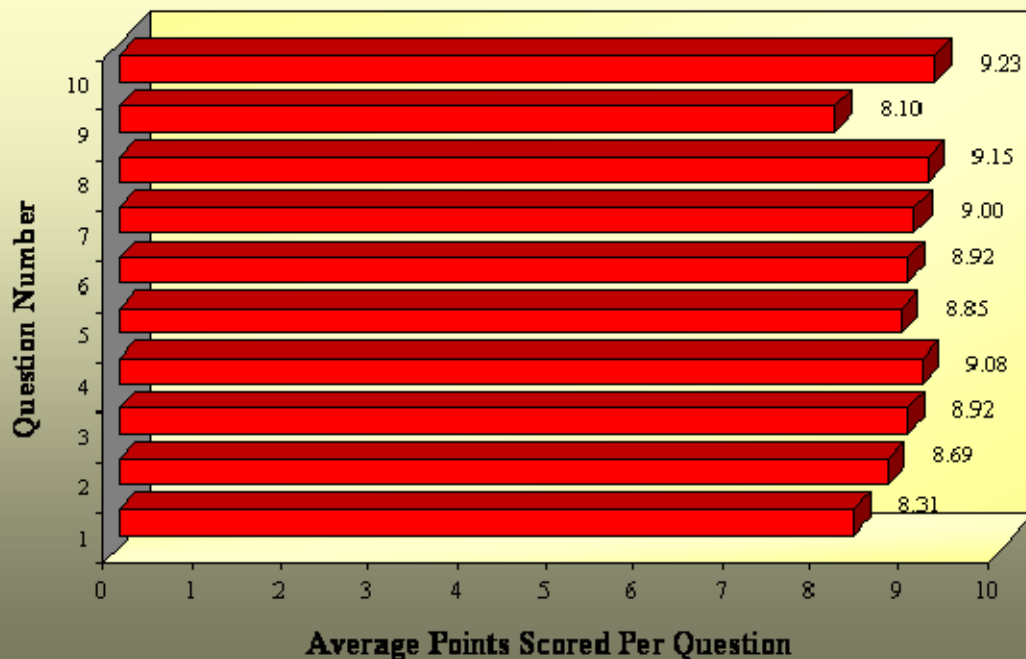
April

Contractor	Sent- received	Response rate
<i>DLO</i>	34 surveys sent, 13 received back	38%
<i>SPI</i>	62 surveys sent, 27 received back	44%
<i>Vinshire</i>	63 surveys sent, 19 received back	30%

DLO

SWM - Warm

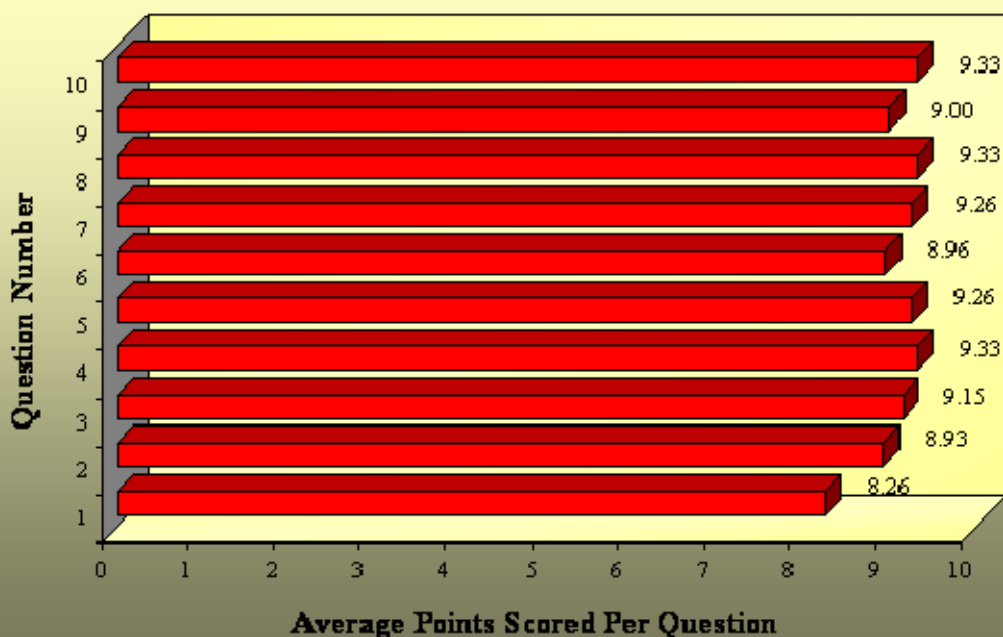
Questions	Mar-10	Apr-10	Trend
1. How do you rate the arrangements made for the new heating appliance installation?	8.50	8.31	↔
2. How close to the agreed timescale was the work carried out?	9.17	8.69	↓
3. How well did the engineer respond to your queries?	9.17	8.92	↔
4. How do you rate the conduct of the engineer, e.g. polite and respectful?	9.17	9.08	↔
5. How do you rate the care taken to protect your property, during the installation?	9.00	8.85	↔
6. How do you rate the way your home was left after the installation was completed?	8.33	8.92	↑
7. How do you rate the quality of the work?	8.00	9.00	↑
8. How do you rate the effectiveness of the new boiler/heating installation?	8.17	9.15	↑
9. If a fault occurred as a result of the new installation, how do you rate the contractors response?	8.00	8.10	↔
10. How would you rate the service offered overall?	8.33	9.23	↑
OVERALL AVERAGE	8.58	8.83	↔



SPI

SWM - Warm

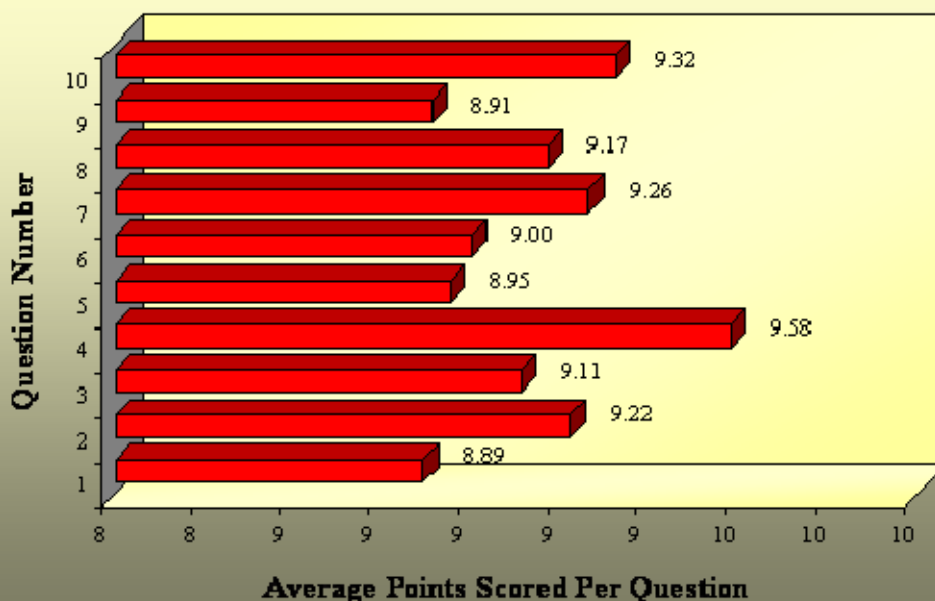
Questions	Mar-10	Apr-10	Trend
1. How do you rate the arrangements made for the new heating appliance installation?	7.63	8.26	↑
2. How close to the agreed timescale was the work carried out?	8.50	8.93	↑
3. How well did the engineer respond to your queries?	8.69	9.15	↑
4. How do you rate the conduct of the engineer, e.g. polite and respectful?	9.19	9.33	↔
5. How do you rate the care taken to protect your property, during the installation?	8.38	9.26	↑
6. How do you rate the way your home was left after the installation was completed?	8.38	8.96	↑
7. How do you rate the quality of the work?	8.44	9.26	↑
8. How do you rate the effectiveness of the new boiler/heating installation?	8.94	9.33	↑
9. If a fault occurred as a result of the new installation, how do you rate the contractors response?	6.67	9.00	↑
10. How would you rate the service offered overall?	8.56	9.33	↑
OVERALL AVERAGE	8.34	9.08	↑



Vinshire

SWM - Warm

Questions	Mar-10	Apr-10	Trend
1. How do you rate the arrangements made for the new heating appliance installation?	8.81	8.89	↔
2. How close to the agreed timescale was the work carried out?	9.23	9.22	↔
3. How well did the engineer respond to your queries?	8.97	9.11	↔
4. How do you rate the conduct of the engineer, e.g. polite and respectful?	9.29	9.58	↑
5. How do you rate the care taken to protect your property, during the installation?	9.29	8.95	↓
6. How do you rate the way your home was left after the installation was completed?	8.67	9.00	↑
7. How do you rate the quality of the work?	9.29	9.26	↔
8. How do you rate the effectiveness of the new boiler/heating installation?	9.10	9.17	↔
9. If a fault occurred as a result of the new installation, how do you rate the contractors response?	9.00	8.91	↔
10. How would you rate the service offered overall?	9.19	9.32	↔
OVERALL AVERAGE	9.08	9.14	↔



Comment frequency- Modern- March & April 10

FHM

Ref	Comment Issues	Total
1	ID - Yes (88%)	82
2	ID - No (12%)	11
3	Happy with service/work	28
4	Unhappy with service/work	27
5	Workmen very nice/polite/efficient/tidied up	19
6	Workmen left a mess/were disrespectful/did a poor job	20
7	Awaiting further work/repairs	25
8	Workmen turned up without notice/didn't stick to appointments	7
9	Had to wait too long for work to be done	10
10	Poor kitchen design	3
11	Unhappy with liaison office/site manager's attitude	2
12	Nobody has been to check the work	1
13	No communication, no organisation and no consideration	1
14	Workmen caused damage	2
Total		238

Wates

Ref	Comment Issues	Total
1	ID - Yes (95%)	35
2	ID - No (5%)	2
3	Happy with service/work	8
4	Unhappy with service/work	9
5	Workmen very nice/polite/efficient/tidied up	4
6	Workmen left a mess/left windows open	5
7	Awaiting further work/repairs	7
8	Workmen turned up without notice/didn't keep to appointments/poor communication	4
9	Unhappy with service from TLO	1
10	I have already made a complaint	2
11	Work took longer than anticipated to be completed	1
Total		78

Notices

FHM- March			
1	Information notices	16	15%
2	Rectication notices	54	50%

FHM- April			
1	Information notices	3	7%
2	Rectication notices	19	43%

Wates- March			
1	Information notices	2	6%
2	Rectication notices	15	48%

Wates-April			
1	Information notices	1	5%
2	Rectication notices	6	32%

Response rates

March

Contractor	Sent- received	Response rate
<i>FHM</i>	312 surveys sent, 107 received back	34%
<i>Wates</i>	80 surveys sent, 31 received back	39%

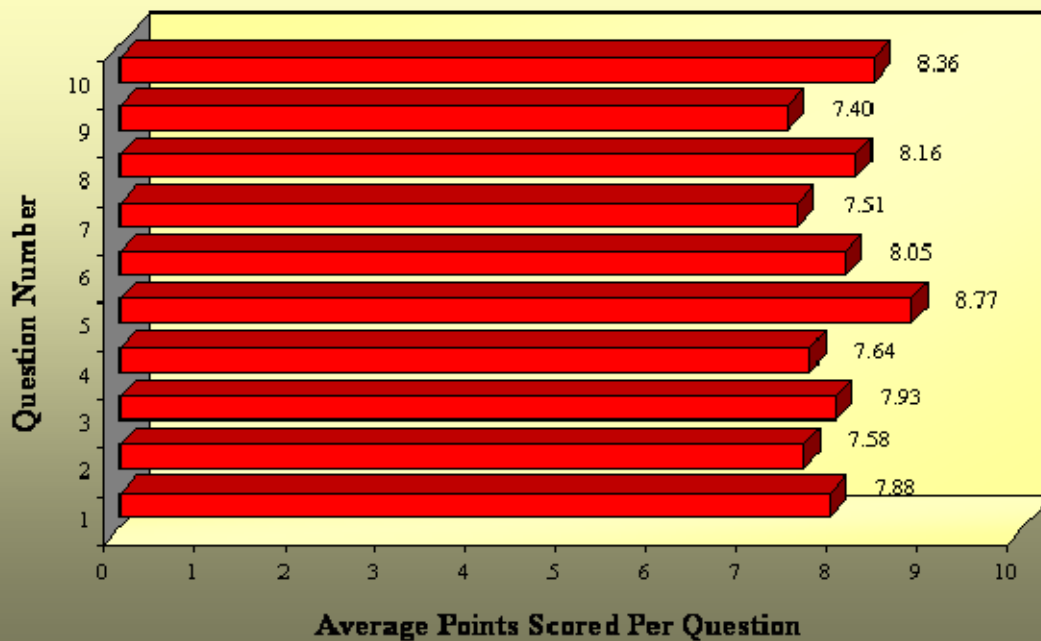
April

Contractor	Sent- received	Response rate
<i>FHM</i>	135 surveys sent, 44 received back	33%
<i>Wates</i>	39 surveys sent, 19 received back	49%

FHM

SWM - Kitchen/Bathroom Improvement

Questions		March	April	Trend
1.	How do you rate the level of notice given prior to commencement of works in your property?	7.17	7.88	↑
2.	How well were you kept informed, prior to and during the improvement works?	6.31	7.58	↑
3.	How would you rate the standard the contractor left your property?	6.68	7.93	↑
4.	How did you rate the time taken to complete the work on your property?	6.24	7.64	↑
5.	How do you rate the conduct of the workperson, e.g. polite and respectful?	8.17	8.77	↑
6.	How do you rate the care taken/cleanliness of your property during the improvement work?	6.80	8.05	↑
7.	How do you rate the arrangements that were made to minimise the inconvenience during the works?	6.59	7.51	↑
8.	How do you rate the quality of the completed work?	7.65	8.16	↑
9.	If a fault occurred as a result of the works, how do you rate the contractor's response?	6.16	7.40	↑
10.	Overall how well was this service delivered?	7.09	8.36	↑
OVERALL AVERAGE		6.88	7.93	↑



Wates

SWM - Kitchen/Bathroom Improvement

Questions	March	April	Trend
1. How do you rate the level of notice given prior to commencement of works in your property?	7.00	6.84	↔
2. How well were you kept informed, prior to and during the improvement works?	5.63	6.32	↑
3. How would you rate the standard the contractor left your property?	6.73	7.21	↑
4. How did you rate the time taken to complete the work on your property?	5.53	6.56	↑
5. How do you rate the conduct of the workperson, e.g. polite and respectful?	8.33	8.53	↔
6. How do you rate the care taken/cleanliness of your property during the improvement work?	6.10	7.58	↑
7. How do you rate the arrangements that were made to minimise the inconvenience during the works?	6.55	6.95	↑
8. How do you rate the quality of the completed work?	7.14	7.79	↑
9. If a fault occurred as a result of the works, how do you rate the contractor's response?	6.38	7.00	↑
10. Overall how well was this service delivered?	7.10	7.44	↑
OVERALL AVERAGE	6.65	7.22	↑

