

Maintenance and Repairs - Customer Feedback Survey

The Council's Housing Maintenance Section aims to offer the highest quality of service to our customers. Your feedback is important to us so that we can measure our success and look at ways of improving our service to you

Please spare a few minutes to complete this short survey. All responses will be treated in confidence.

Name

Address

Postcode

Tel/Mob

Email

Nature of work carried out:

Contractor who carried out maintenance or repair if not the Council's Maintenance Team:

Please tick **one** box only per question

Very
Satisfied

Fairly
satisfied

Neither

Fairly
dissatisfied

Very
dissatisfied

1. Generally, how satisfied are you with the way repairs and maintenance to your home are dealt with?

2. Taking everything into account, how satisfied are you with the housing service provided?

3. How satisfied are you with the overall condition of your home?

Please tick **one** box only per question

Very Satisfied

Fairly satisfied

Neither

Fairly dissatisfied

Very dissatisfied

4. How satisfied are you with your neighbourhood as a place to live?

5. How satisfied are you that your rent provides good value for money in comparison to the private sector?

The following questions relate to your recent experience of a repair or maintenance job carried out at your home.

6. How satisfied were you with the response you received when you first contacted us about your repair?

7. How satisfied were you with the time taken to complete your repair?

8. How satisfied were you with the way the maintenance team cleaned and tidied up after the repair?

9. How satisfied were you with the overall quality of the repair?

If you feel there are areas for improvement, please provide further details below, or if you are happy for a member of the Housing Maintenance team to contact you by telephone to discuss in more detail, please tick this box

THANK YOU FOR COMPLETING THIS SURVEY

Please return the completed survey to the Director of Housing & Property in the pre-paid envelope provided . Any queries regarding the survey should be directed to the Housing office on 696435.