

Results of Customer Satisfaction Survey Results. January- May 2022

Annexe 2

**January 2022:**

	Yes	No
Did you find it easy to report the repair?	13	
Was an appointment made when you first reported the repair?	12	1
Was the appointment time kept?	12	1
Was the work completed on the same day the operative called?	11	2
Do you feel that you were adequately updated throughout your repair?	13	
Did the contractor wear ID and company clothing at all times?	13	
Did the contractor treat your home with courtesy, respect and care?	13	
Did the contractor clear up mess and remove rubbish on a daily basis?	13	
Are you satisfied with the work overall?	13	
Would you like a call back to discuss your experience?		13

Comments

- Amazing Electrician - Thank you IV
- Operative was very helpful
- Job Well Done
- Nice Chap!
- Darren was quick to identify the issue and completed the repair within 30 minutes. Darren was polite and respectful of me and my home and I would like to thank him for his hardwork and all that are involved around repairs, as I know you get a lot of prejudice unfairly.

**February 2022:**

	Yes	No
Did you find it easy to report the repair?	53	3
Was an appointment made when you first reported the repair?	53	3
Was the appointment time kept?	54	1
Was the work completed on the same day the operative called?	55	1
Do you feel that you were adequately updated throughout your repair?	56	
Did the contractor wear ID and company clothing at all times?	56	
Did the contractor treat your home with courtesy, respect and care?	56	
Did the contractor clear up mess and remove rubbish on a daily basis?	56	
Are you satisfied with the work overall?	56	
Would you like a call back to discuss your experience?		56

## Comments

- Workman was able to fix hole with no trouble. Thank you for an excellent job
- The gentleman was nice & Polite
- Very Good work
- Contractor was polite
- Efficient, polite and tidy
- Very Friendly, Very knowledgeable, very polite
- Very nice gent
- Give the contractor and your staff a pay rise! Well deserved
- Excellent work done, thanks
- Wonderful Guy
- He did the work and was polite
- Lovely blonde lady manager visited with contractor, works soon got done. Thank you
- Thank you to Sophie and Lyndon
- Polite, tidy, work done
- Anonymous 'Get rid of IW'
- Lovely polite guy
- Wonderful team, girls always happy to help.
- Contractors respectful and work carried out to a great standard
- It took 2 weeks
- Nice Cheerful man - he did the work well
- Contractor was polite and explained the process of works to be done
- Will see when the second half is finished
- Workman was excellent, really good job
- Paul Lees is fantastic
- Plumber Darren is polite, efficient and professional
- Polite and did his job well

## March 2022:

	Yes	No
Did you find it easy to report the repair?	57	2
Was an appointment made when you first reported the repair?	51	6
Was the appointment time kept?	55	4
Was the work completed on the same day the operative called?	55	4
Do you feel that you were adequately updated throughout your repair?	57	2
Did the contractor wear ID and company clothing at all times?	59	
Did the contractor treat your home with courtesy, respect and care?	59	
Did the contractor clear up mess and remove rubbish on a daily basis?	59	
Are you satisfied with the work overall?	58	1

Would you like a call back to discuss your experience?	3	56
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## Comments

- Excellent Work
- He was very good
- Great Staff Member
- Had to keep following up / chasing but the repair was good
- Very good job, look excellent! Thank you
- Keep up the good work!
- XXXXX previously visited and never got anything done, XXX came over and now all the works have been completed. Thank you
- The contractor was courteous and polite. He treated my home beautifully out of 10 I would give him a 10
- Very Neat Job
- Arrived earlier than expected
- Workman did a lovely job. Very polite
- Contractor text prior to appointment, very polite, very good job well done!
- The contractor was polite and I was glad the work was done earlier than expected 10/10
- All ok
- Appointment time changed as I was poorly. Thanks to all involved
- Work was carried out to a high standard and very good contractor
- They were very polite

## April 2022:

	Yes	No
Did you find it easy to report the repair?	57	2
Was an appointment made when you first reported the repair?	51	6
Was the appointment time kept?	55	4
Was the work completed on the same day the operative called?	55	4
Do you feel that you were adequately updated throughout your repair?	57	2
Did the contractor wear ID and company clothing at all times?	59	
Did the contractor treat your home with courtesy, respect and care?	59	
Did the contractor clear up mess and remove rubbish on a daily basis?	59	
Are you satisfied with the work overall?	58	1
Would you like a call back to discuss your experience?	3	56

## Comments

- Some outstanding repairs need reporting but I need to speak to a manager first
- Very pleased perfect work
- Council have neglected doing upgrade works to homes, not contractor fault!
- Quick service had a company out in 2 days
- I had a call at 10:30pm at night to say they were coming the next day
- First class workman
- They y worked very hard and did a great job
- Job well done
- Excellent polite service
- Lovely chap, Glen, he managed to sort the issue for me
- Good worker
- very nice job
- very satisfied
- very polite and efficient workers
- Your surveyors and lady who manages the contract does not answer emails or Ian Williams

## May 2022:

	Yes	No
Did you find it easy to report the repair?	112	1
Was an appointment made when you first reported the repair?	105	7
Was the appointment time kept?	111	2
Was the work completed on the same day the Operative called?	109	3
Do you feel that you were adequately updated through-out the repair?	112	1
Did the Contractor wear ID and company clothing at all times?	112	1
Did the contractor treat your home with courtesy, respect and care?	112	1
Did the contractor clear up mess and remove rubbish on a daily basis?	112	1

Are you satisfied with the work overall?	112	1
Would you like a call back to discuss your experience?	1	112

**Comments:**

- The two gentleman were very polite, I have not been treated with so much respect before. They did a very good job
- Very good service thank you
- Thankyou for the quick service. Excellent
- very informative
- Very polite, courteous and helpful in all ways
- The contractor was friendly and did a great job
- Very happy, you have lovely call staff
- lovely wrong man
- I had to wait 4 days for a leaky tap
- Lovely helpful gentleman
- Workman came day early
- excellent operative