

RESIDENT SATISFACTION SURVEY

As part of our customer service policy and our ongoing commitment to continuous improvement please complete our short survey.

CONTRACT TITLE:		CONTRACT NO:	
SCOPE OF WORKS:	DECENT HOMES REFURBISHMENT		
1 Were you satisfied are you with our communications? Using a 1-5 scale please circle choice.			
Excellent 5	Good 4	Average 3	Below Average 2
Poor 1			
2 Were you satisfied with the information provided to you about the works?			
Excellent 5	Good 4	Average 3	Below Average 2
Poor 1			
3 Were you satisfied with the helpfulness and politeness of our staff?			
Excellent 5	Good 4	Average 3	Below Average 2
Poor 1			
4 Was your property left clean and tidy when our operatives had finished work?			
Excellent 5	Good 4	Average 3	Below Average 2
Poor 1			
5 Did we respond to your concerns/comments in a timely manner?			
Excellent 5	Good 4	Average 3	Below Average 2
Poor 1			
6 How happy are you with the level of service received?			
Excellent 5	Good 4	Average 3	Below Average 2
Poor 1			
7 How satisfied over all were you with the quality and standard of the work?			
Excellent 5	Good 4	Average 3	Below Average 2
Poor 1			
Additional Comments			

Name of Resident:

Signed:

Date:

Address:
