

Asset Management satisfaction survey

Name: SBC tenant
Leaseholder

Address:

Telephone: Email:

Contractor:

Works carried out:

Date work completed:

1. Overall how satisfied or dissatisfied are you with the service you have received?

Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied

2. How satisfied or dissatisfied are you with the quality of the work carried out?

Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied

3. How satisfied or dissatisfied are you with the contractor who carried out the work for the following?

a. Giving you enough information before the work started

Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied

b. Arranging appointments that were convenient for you?

Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied

c. Keeping you informed about the progress of work?

Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied

d. Keeping dirt and mess to a minimum and removing all rubbish?

Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied

e. Keeping inconvenience to a minimum?

Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied

f. Being able to answer your questions?

Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied

g. Able to deal with any problems?

Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied

h. With the workers for being friendly and supportive/helpful?

Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied

4. If the workers entered your home, did they show identification?

Yes

No

Not applicable

5. Would you like to make a comment about the service you have received from either Stevenage Borough Council or the contractor ?

6. Would you like a member of the Asset Management Team to contact you to discuss further?

Yes

No

Thank you for taking the time to complete this survey, which will be used to improve standards where required and help monitor performance.

Please return the completed form to:

Asset Management
Daneshill House
Danestrete
Stevenage
Herts
SG1 1HN