

Customer Satisfaction Survey

Douglas Borough Council is constantly seeking to improve its Housing Repair Service. We would appreciate a few moments of your time to complete this questionnaire. This questionnaire is designed to obtain an accurate picture of the repair service you are receiving. All information given will be treated in the strictest confidence.

Our Repairs Standard: We aim to carry out Emergency Repairs within 24 hours, Urgent Repairs within 7 days and Routine Repairs within 28 days.

Date Repair was: Reported / / Started / / Finished / /

Please tick/indicate as the appropriate answer

1. Were the staff helpful when you reported the repair? Yes No
2. Did the repair commence within the timescale given? Yes No
3. Were the tradespersons polite & courteous? Yes No
4. Was your home sufficiently protected from dust, damage etc.? Yes No
5. Were Health & Safety issues discussed with you? Yes No
6. Was the work carried out to your satisfaction? Yes No
7. Did you approve of the clearing up after the work? Yes No
8. Overall, do you think the service was: Excellent Good Satisfactory Poor

We would welcome any suggestions you may have on how we can improve our repairs service. Please write any other comments you may have below.

Signature

Contact Number

Thank you for taking the time to complete this form. Please return by post or by hand to Douglas Borough Council, Housing Office, Borough Engineer & Surveyors Dept., Town Hall, Ridgeway Street, Douglas, Isle of Man, IM99 1AD.

This section to be completed by Tradesperson or Housing Staff

Tenant Name

Address

Navision Job No Category

Tradesperson's Name Trade