

2014-15 Customer Satisfaction Survey

HEATING IMPROVEMENTS

As part of our ongoing improvements the Council has undertaken a comprehensive survey of contractors undertaking heating installations to Council owned properties in the borough.

The contracts key performance indicators include:

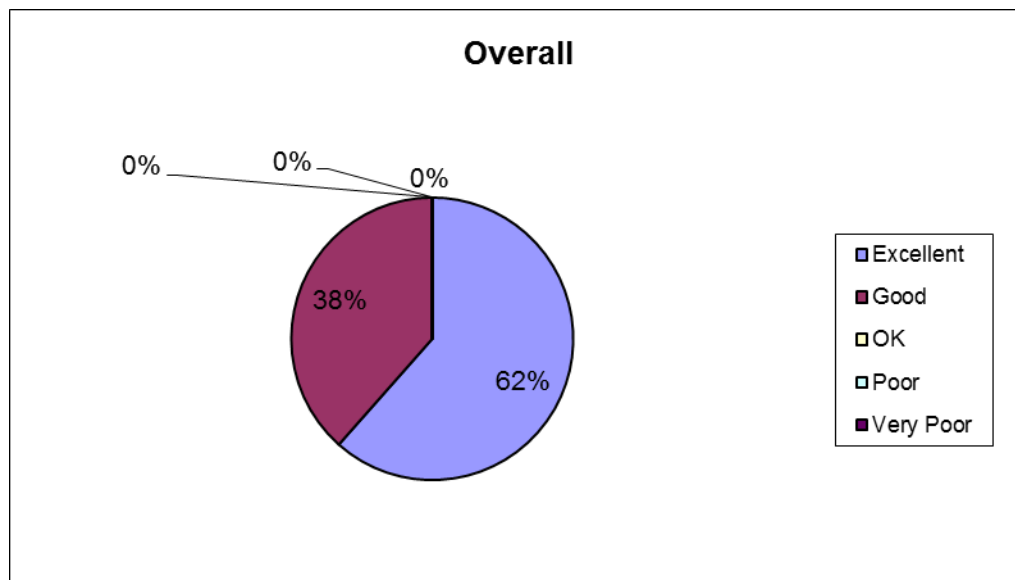
- Overall resident satisfaction with the completed repair
- Resident satisfaction with the product
- Resident satisfaction with the quality of the contractor
- Satisfaction of the contractor before work started
- Contractor's clean and tidy
- Contractor was polite and friendly
- Number of defects
- Satisfaction of the contractor during the work

This survey represents;

A 14% rate of return for **AB MITCHELL (via CHP)** on the 181 questionnaires sent out.

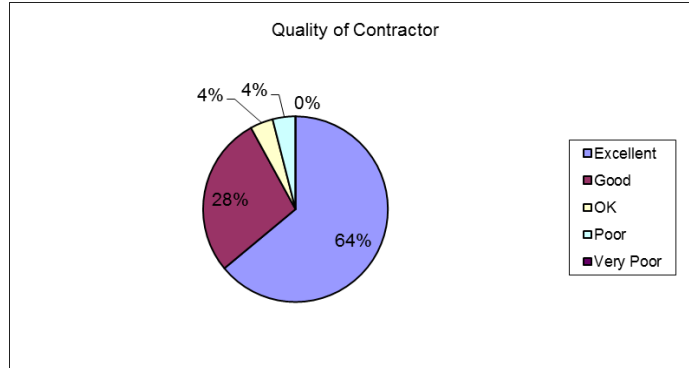
Overall resident satisfaction with the completed repair

100% of residents said AB Mitchell's work was ok, good or excellent.



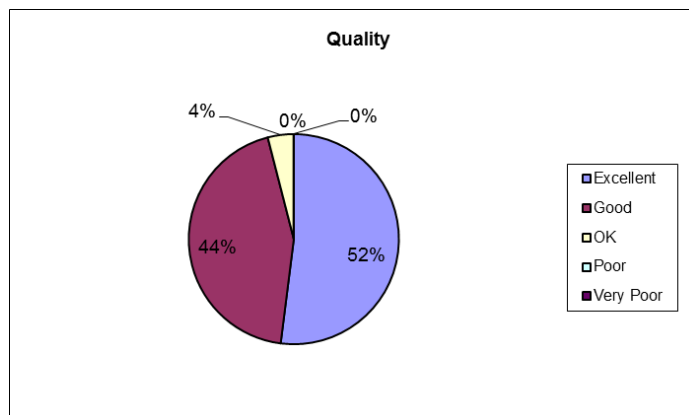
Resident satisfaction with the quality of the contractor

100% of residents said AB Mitchell's work was ok, good or excellent.



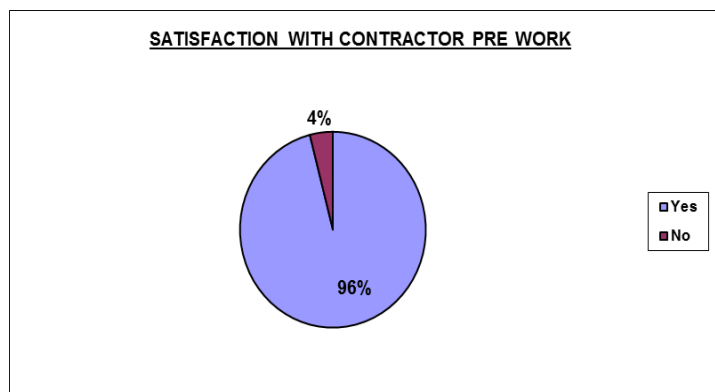
Resident satisfaction with the product

100% of residents said that the quality of the products was ok, good or excellent.



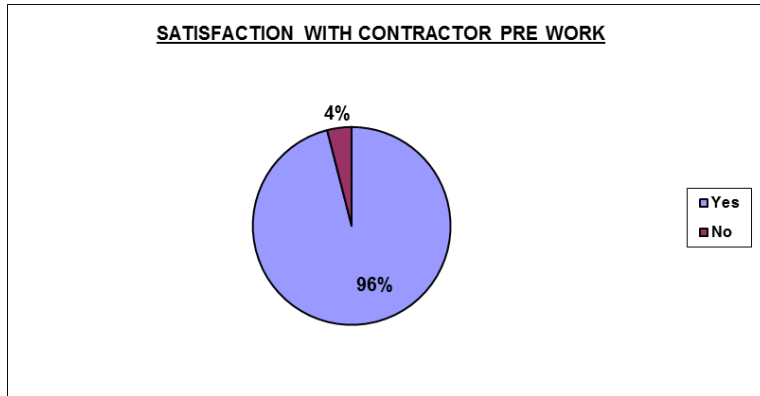
Satisfaction of the contractor before work started

96% of residents were satisfied with the service offered by the contractor before work started



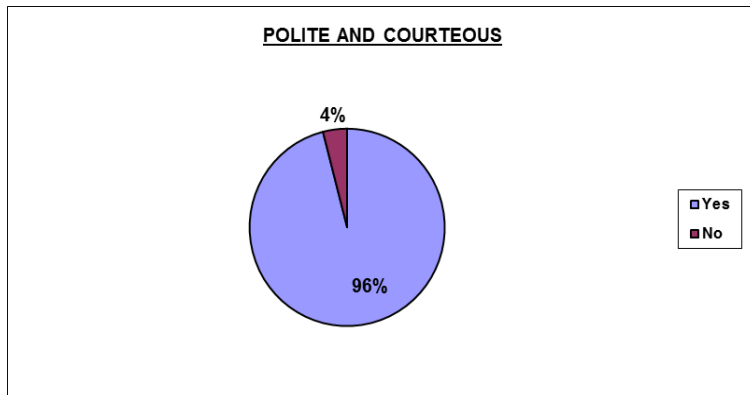
Contractor's was clean and tidy

96% of residents said that the contractor worked in a clean and tidy manner



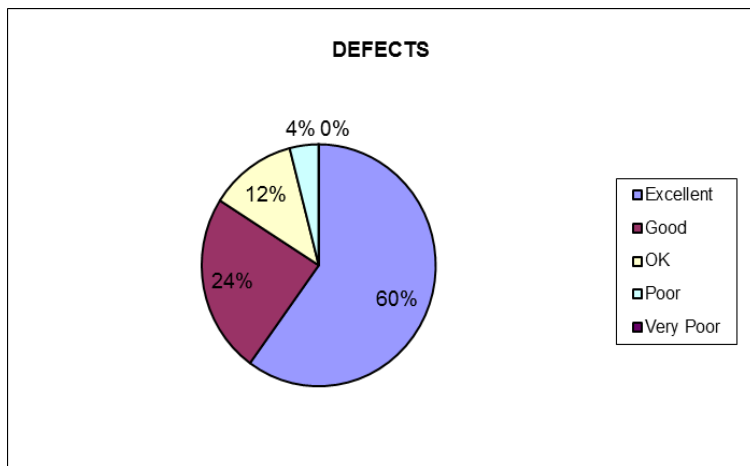
Contractor was polite and friendly

96% of residents said that the contractor staff was polite and friendly



Number of defects

96% of residents said that the contractor completed the work with no defects



Satisfaction of the contractor during the work

100% of residents said that they were happy with the contractor staff whilst work was in progress

