

Home Improvement Grant Customer Satisfaction Survey

Please answer the following questions giving a rating as follows:

- 1 = very satisfied
- 2 = satisfied
- 3 = dissatisfied
- 4 = very dissatisfied

1 Before the work on your home started, did you receive enough information about the process?

1 2 3 4

2 How easy was the information to understand?

1 2 3 4

3 Did we provide enough information about your responsibilities to prepare your home before work commencement?

1 2 3 4

4 Do you have any suggestions for how we could have better prepared you for work commencing?

5 How satisfied were you with the assistance you received when you first contacted us?

1 2 3 4

6 How helpful and courteous did you find our staff?

1 2 3 4

7 How satisfied were you that we assisted in resolving any specific queries you had?

1 2 3 4

8 How satisfied were you with the installations at your property?

1 2 3 4

9 How satisfied were you with the quality of work that was carried out?

1 2 3 4

10 How satisfied were you with the assistance you received if you encountered any problems during the works?

1 2 3 4

11 How satisfied were you that we replied promptly to any of your enquiries?

1 2 3 4

12 How can we improve our service in the future?
Please record your comments here.
