

Customer Satisfaction Surveys

April 2007 - March 2008

		Q3.2 How would you describe the service provided by the Council's staff?							
Scheme	Totals	Very Satisfied	Satisfied	Neither sat. or dissat.	Dissatisfied	Very Dissat.	% satisfied	% neither sat. or dissat.	% dissat.
Planned Maintenance	104	64	37	2	1	0	97.1%	1.9%	1.0%
Kitchens	40	27	12	1	0	0	97.5%	2.5%	0.0%
Bathrooms	11	9	2	0	0	0	100.0%	0.0%	0.0%
Heating	33	21	10	2	0	0	93.9%	6.1%	0.0%
Totals	188	121	61	5	1	0	96.8%	2.7%	0.5%

		Q3.3 How would you describe the service provided by the Contractor?							
Scheme	Totals	Very Satisfied	Satisfied	Neither sat. or dissat.	Dissatisfied	Very Dissat.	% satisfied	% neither sat. or dissat.	% dissat.
Planned Maintenance	108	75	28	5	0	0	95.4%	4.6%	0.0%
Kitchens	41	28	12	1	0	0	97.6%	2.4%	0.0%
Bathrooms	11	9	2	0	0	0	100.0%	0.0%	0.0%
Heating	32	21	7	4	0	0	87.5%	12.5%	0.0%
Totals	192	133	49	10	0	0	94.8%	5.2%	0.0%

		Q2.2 How would you describe the finished quality of the work?							
Scheme	Totals	Very Satisfied	Satisfied	Neither sat. or dissat.	Dissatisfied	Very Dissat.	% satisfied	% neither sat. or dissat.	% dissat.
Planned Maintenance	107	76	30	1	0	0	99.1%	0.9%	0.0%
Kitchens	42	33	9	0	0	0	100.0%	0.0%	0.0%
Bathrooms	11	7	4	0	0	0	100.0%	0.0%	0.0%
Heating	33	19	9	4	1	0	84.8%	12.1%	3.0%
Totals	193	135	52	5	1	0	96.9%	2.6%	0.5%

		Total overall satisfaction							
Scheme	Totals	Very Satisfied	Satisfied	Neither sat. or dissat.	Dissatisfied	Very Dissat.	% satisfied	% neither sat. or dissat.	% dissat.
Planned Maintenance	319	215	95	8	1	0	97.2%	2.5%	0.3%
Kitchens	123	88	33	2	0	0	98.4%	1.6%	0.0%
Bathrooms	33	25	8	0	0	0	100.0%	0.0%	0.0%
Heating	98	61	26	10	1	0	88.8%	10.2%	1.0%
Totals	573	389	162	20	2	0	96.16%	3.5%	0.35%

