

## Customer Satisfaction Surveys

April 2008 – December 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	59	37	21	1	0	0	98.3%	1.7%	0.0%
Kitchens	42	31	10	1	0	0	97.6%	2.4%	0.0%
Bathrooms	31	23	6	2	0	0	93.5%	6.5%	0.0%
Heating	16	10	6	0	0	0	100.0%	0.0%	0.0%
Totals	148	101	43	4	0	0	97.3%	2.7%	0.0%

		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	59	43	16	0	0	0	100.0%	0.0%	0.0%
Kitchens	42	34	6	2	0	0	95.2%	4.8%	0.0%
Bathrooms	31	24	6	1	0	0	96.8%	3.2%	0.0%
Heating	16	10	5	1	0	0	93.8%	6.3%	0.0%
Totals	148	111	33	4	0	0	97.3%	2.7%	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	59	45	13	0	1	0	98.3%	0.0%	1.7%
Kitchens	42	33	7	2	0	0	95.2%	4.8%	0.0%
Bathrooms	31	20	10	0	1	0	96.8%	0.0%	3.2%
Heating	16	10	5	0	1	0	93.8%	0.0%	6.3%
Totals	148	108	35	2	3	0	96.6%	1.4%	2.0%

		Total overall satisfaction							
Scheme	Totals	Very Satisfied	Satisfied	Neither sat. or dissat.	Dissatisfied	Very Dissat.	% satisfied	% neither sat. or dissat.	% dissat.
Planned Maintenance	177	125	50	1	1	0	98.9%	0.6%	0.6%
Kitchens	126	98	23	5	0	0	96.0%	4.0%	0.0%
Bathrooms	93	67	22	3	1	0	-	-	-
Heating	48	30	16	1	1	0	95.8%	2.1%	2.1%
Totals	444	320	111	10	3	0	97.07%	2.25%	0.68%