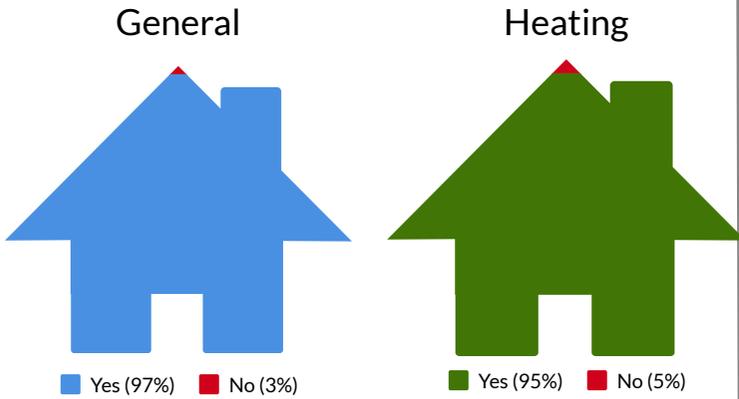
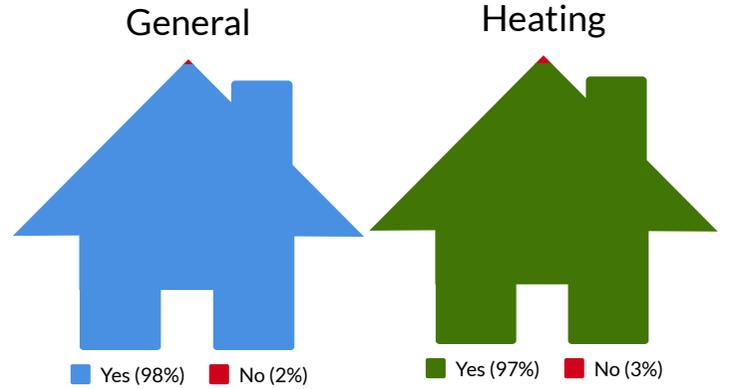


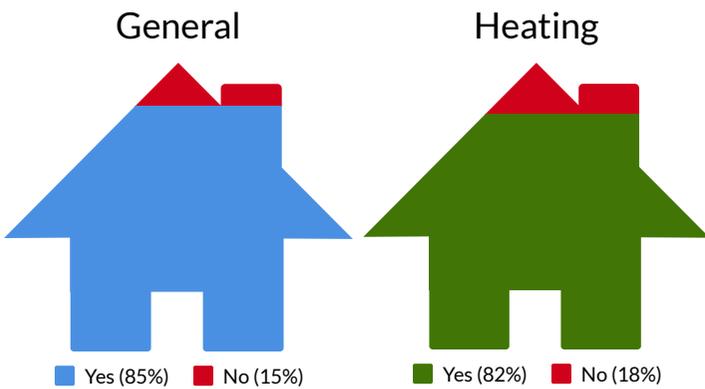
Were you happy with the appointment you were given?



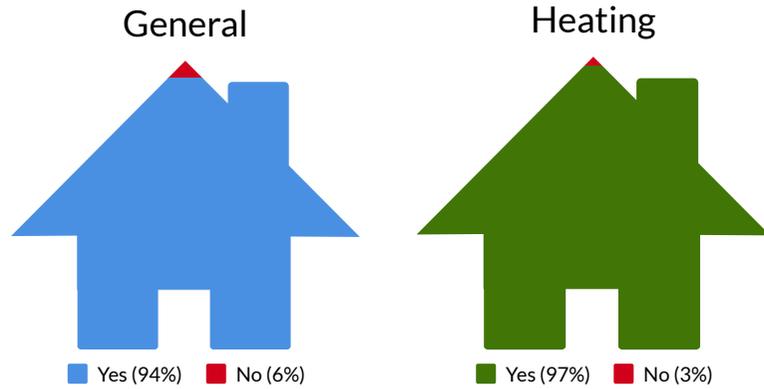
Did the contractor turn up on the agreed appointment time/date?



Was the repair completed on the day the contractor attended?

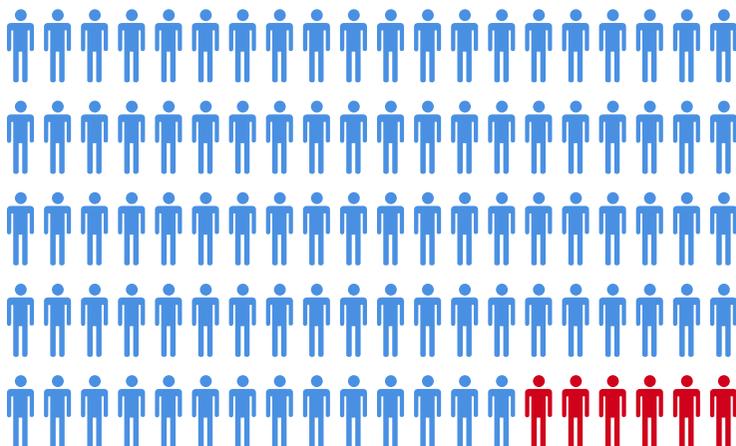


Are you satisfied with the standard of work?



Overall satisfaction with the repairs service  
Target 90%

General Repair



Yes (94%) No (6%)

**94%**

Satisfied with overall service

Heating Repair



Yes (96%) No (4%)

**96%**

Satisfied with overall service