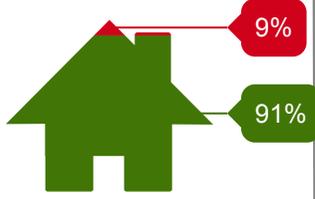
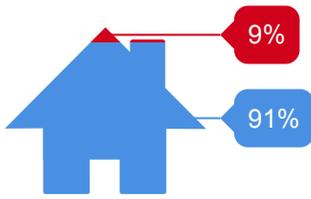


Were you happy with the appointment you were given?

General

Heating



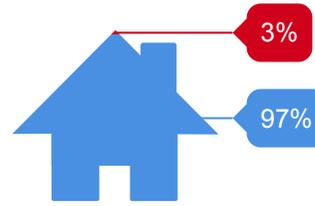
■ Yes (91%) ■ No (9%)

■ Yes (91%) ■ No (9%)

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

General

Heating



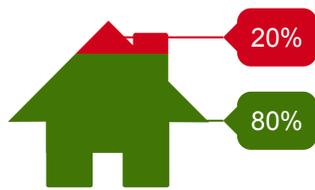
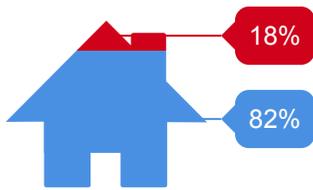
■ Yes (97%) ■ No (3%)

■ Yes (96%) ■ No (4%)

Was the repair completed on the day the contractor attended?

General

Heating



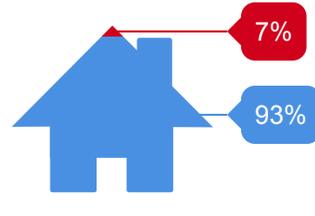
■ Yes (82%) ■ No (18%)

■ Yes (80%) ■ No (20%)

Are you satisfied with the standard of work?

General

Heating



■ Satisfied (93%)

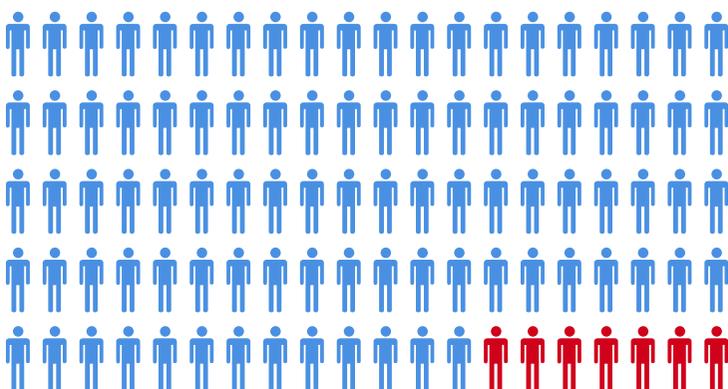
■ Not satisfied (7%)

■ Yes (94%) ■ No (6%)

Overall satisfaction with the repairs service
Target 90%

General Repair

Heating Repair



■ Satisfied (93%) ■ Not satisfied (7%)

92%

Satisfied with overall service



■ Satisfied (88%) ■ Not satisfied (12%)

93%

Satisfied with overall service