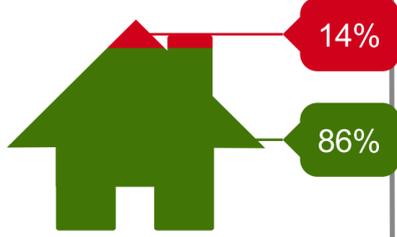
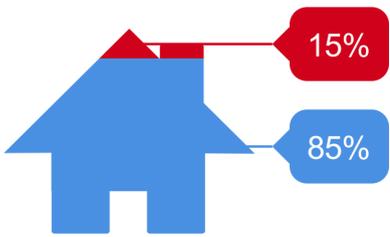


Were you happy with the appointment you were given?

General

Heating



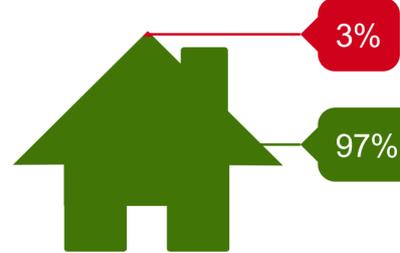
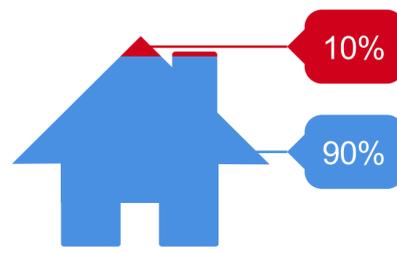
■ Yes (85%) ■ No (15%)

■ Yes (86%) ■ No (14%)

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

General

Heating



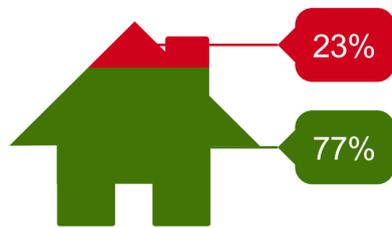
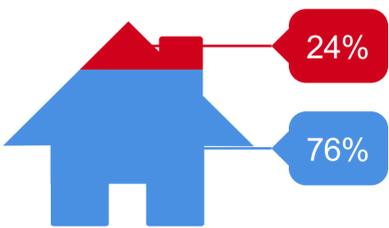
■ Yes (90%) ■ No (10%)

■ Yes (97%) ■ No (3%)

Was the repair completed on the day the contractor attended?

General

Heating



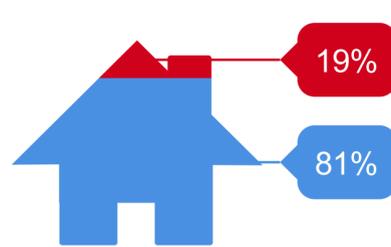
■ Yes (76%) ■ No (24%)

■ Yes (77%) ■ No (23%)

Are you satisfied with the standard of work?

General

Heating



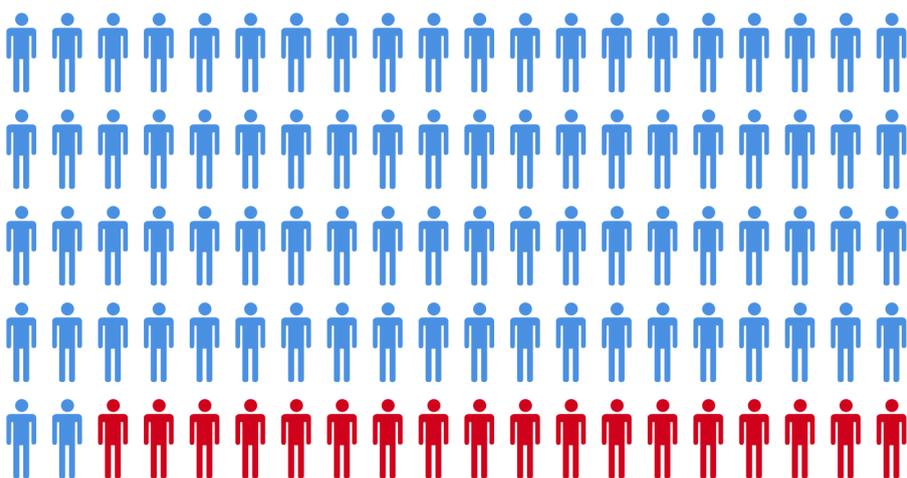
■ Yes (81%) ■ No (19%)

■ Yes (97%) ■ No (3%)

Overall satisfaction with the repairs service
Target 90%

General Repair

Heating Repair



■ Satisfied (82%) ■ Not satisfied (18%)

■ Satisfied (94%) ■ Not satisfied (6%)

82%

Satisfied with overall service

94%

Satisfied with overall service