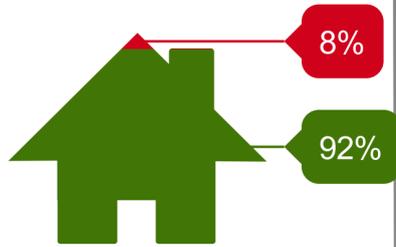
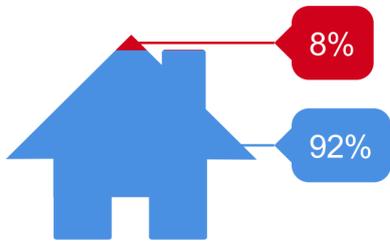


Were you happy with the appointment you were given?

General

Heating



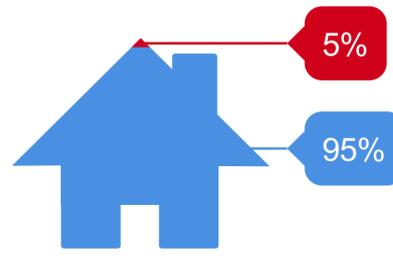
■ Yes (92%) ■ No (8%)

■ Yes (92%) ■ No (8%)

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

General

Heating



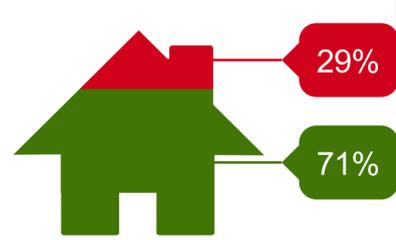
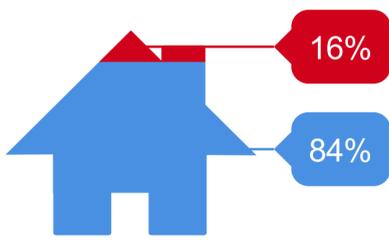
■ Yes (95%) ■ No (5%)

■ Yes (96%) ■ No (4%)

Was the repair completed on the day the contractor attended?

General

Heating



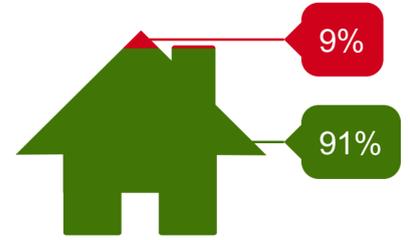
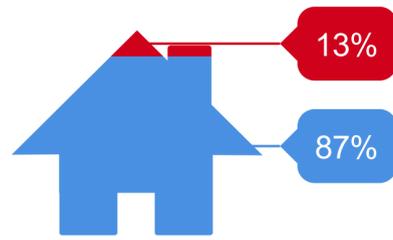
■ Yes (84%) ■ No (16%)

■ Yes (71%) ■ No (29%)

Are you satisfied with the standard of work?

General

Heating



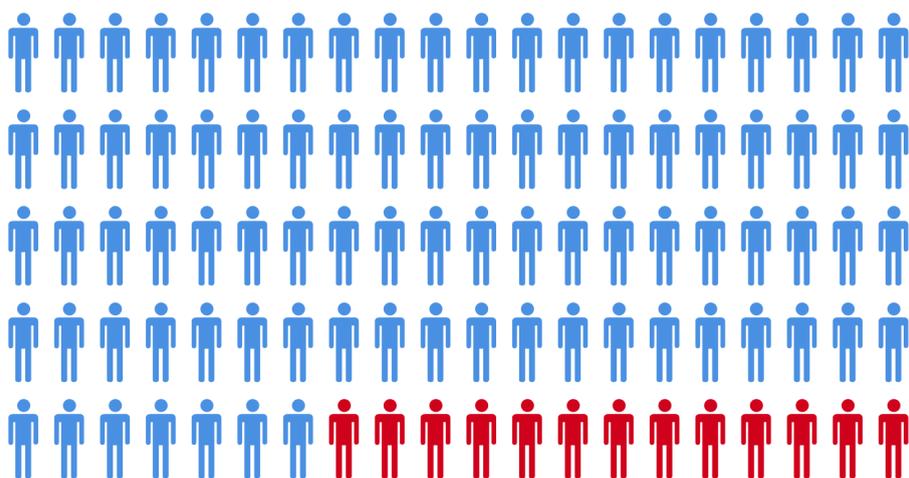
■ Yes (87%) ■ No (13%)

■ Yes (91%) ■ No (9%)

Overall satisfaction with the repairs service
Target 90%

General Repair

Heating Repair



■ Satisfied (87%) ■ Not satisfied (13%)

■ Satisfied (90%) ■ Not satisfied (10%)

88%

Satisfied with overall service

89%

Satisfied with overall service