

APPENDIX 2A

Homes for Islington Customer Satisfaction Survey Form (Telephone & Visits)

Survey No



Tenant's Name		
Tenant's Address		
Job No.		
Date Survey Conducted / Comp w/e		
Contractor		
Survey Taker's Name		

KEY	
VS	Very Satisfied
S	Satisfied
FS	Fairly Satisfied
D	Dissatisfied
VD	Very Dissatisfied

		VS	S	FS	D	VD	COMMENTS
Q1	Was the work completed in the time expected?						
Q2	Were you given adequate notice of appointments for the works?						
Q3	How satisfied were you with the information provided about the works?						
Q4	Did you find the operative polite, friendly & helpful?						
Q5	Did we respect you and your property / building?						
Q6	Was the work area left clean & tidy?						
Q7	Did we ensure your property/ building was safe & secure while our tradesperson was present?						
Q8	How would you rate the work that was carried out?						
Q9	How would you rate the overall service from contractor?						
Q10	How satisfied were you with the finished product?						

Tenant's Signature _____	Date: _____	Survey Taker's Signature: _____	Date: _____
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