

Repairs Satisfaction Results

2011-12



Your feedback is continuously used to improve the delivery of services, to see how we have used the feedback so far please visit "improvement journey" under performance

During April 11 - June 11 our customers said.....

- 9** out of **10** customers were satisfied with the helpfulness of the staff when reporting their repair
- 8** out of **10** customers said they were offered an appointment date
- 8** out of **10** customers said the appointment date was kept
- 8** out of **10** customers only had to contact Incommunities once regarding their repair
- 8** out of **10** customers had one visit from the tradesman before the job was completed
- 8** out of **10** customers were told if the repair could not be completed on the first visit
- 98** out of **100** customers said the tradesman was polite & courteous
- 9** out of **10** customers said the tradesman showed their identification badges
- 9** out of **10** customers said the tradesman kept their home clean & tidy
- 95** out of **100** customers were satisfied with the quality of the repair
- 95** out of **100** customers were satisfied with the way Incommunities dealt with their particular repair
- 9** out of **10** customers were satisfied with the way Incommunities deals with repairs & maintenance