

your comments count



We appreciate all feedback received from our customers whether this is a compliment, complaint or comment and use this to continually improve the services we offer to you.

This page shows some of the feedback we received regarding our repairs service during **quarter 2, July 11 – September 11**

To see how we have used the feedback so far please visit "improvement journey" under performance

Compliments

"Whilst there the tradesman noticed that the guttering was leaking, so repaired that whilst he was there, he was very professional & polite"

"Outstanding work & worked really hard to resolve the problem"

"Was impressed with the speed of the response which was 30 minutes"

Comments

"More flexible appointments"

"I was very please with the person that you sent he was very polite and did a good job"

"It takes too long to get repairs done"

"Excellent service spot on"

"Would like repairs to be done a bit quicker"

Complaints

Customer reported a repair to fix bathroom light as it had been faulty since January. The operative went to 'look' at the light and said all it needed was a new bulb because that one had been in there for years. The customer advised they are constantly changing the bulb as it keeps blowing and felt the problem was with the fitting the customer was not impressed by the attitude of the work man.

Customer was not happy that the plastering/rendering hadn't been done & has been on going for a few months. Manager has attended & has been emailed numerous times but still nothing has been done or no replies received to the emails, customer would like manager to ring him in connection with this.