

# 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 July 11 - September 11 our customers said.....**

**9** out of **10** customers were satisfied with the helpfulness of the staff when reporting their repair

**9** out of **10** customers said they were offered an appointment date

**9** 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

**97** 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