

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 October 11 - December 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

9 out of **10** customers were told if the repair could not be completed on the first visit

99 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