

## Tenant Satisfaction Questionnaire

***In order for us to monitor and continually improve the joint service we give you please take a few minutes to fill in this form.***

Name: - Address: -  Contact Number: - Order Number: -
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How did you report this repair \_\_\_\_\_  
Was it dealt with promptly and courteously \_\_\_\_\_

Was the operative wearing company uniform \_\_\_\_\_  
Did he show you his Identity Badge \_\_\_\_\_  
Did he explain the repair to you \_\_\_\_\_

Was the repair carried out satisfactorily - Yes  No

**If no why?**

*(Please tick one of the following)*

- |   |  |
|---|--|
| Work not completed on time <input type="checkbox"/> | Mess left by workman <input type="checkbox"/>  |
| Fault not remedied <input type="checkbox"/>         | work not completed <input type="checkbox"/>    |
| Workmanship unsatisfactory <input type="checkbox"/> | Workman rude/impolite <input type="checkbox"/> |

Was the administration of you repair satisfactory

**If not why?**

*(Please tick one of the following)*

- |   |  |
|---|--|
| Contractor did not keep appt <input type="checkbox"/> |  |
| No appointment made <input type="checkbox"/>          |  |
| Incorrect details on order <input type="checkbox"/>   | Servicetotal staff were unhelpful <input type="checkbox"/> |

Any comments you wish to make about the service you have received: -   
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Any action you would like us to take following your repair: -   
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Signature \_\_\_\_\_ Date \_\_\_\_\_

***Thank you for taking the time to fill this in – they are used to monitor and improve the service we offer to our tenants.***