

Housing Repairs Service Survey 2010

The Scrutiny Committee responsible for housing in Southwark wants to know what you think of the housing repairs service. Your answers will be used to test how reflective Southwark Council's performance indicators are of the experience of tenants and leaseholders of the Housing Repairs Service.

Important: Please only complete this survey if you have booked a repair with Southwark Council in the last 12 months.

| | Questions | Answers <small>(delete where appropriate and/or type in answer)</small> |
|---|---|---|
| 1 | The last time you booked an appointment for a repair to be carried out, did the contractor turn up on time? | Yes or No |
| 2 | When you book an appointment for a repair, does the contractor usually turn up on time? | Yes or No |
| 3 | The last time you booked a repair, how many working days did it take for the repair to be completed? | It took ___ days to complete the repair |
| 4 | The last time a repair was carried out on your property, were you satisfied with the repair? | Yes or No |
| 5 | The last time a repair was carried out on your property, was the repair completed on the first visit? | Yes or No |
| 6 | When contractors visited your home to carry out a repair, did they treat you in a courteous and respectful way? | Yes or No |
| 7 | On the whole, would you say that you are satisfied or dissatisfied with Southwark's Housing Repairs Service? | Satisfied/Dissatisfied |

Thank you for completing the Survey. Your answers will be used to test how reflective Southwark Council's performance indicators are of the experience of tenants and leaseholders of the Housing Repairs Service.