

1. When you have contacted the customer service centre, was the customer service representative helpful?

	%
Yes	55
No	45

2. Was the appointment kept?

	%
Yes	50
No	50

3. Did the contractor turn up at the agreed time?

	%
Yes	42
No	58

4. Do the contractor show you proper identification & wear a uniform ?

	%
Yes	38
No	62

5. Was the contractor polite and tidy?

	%
Yes	47
No	53

6. Is the repair fully complete?

	%
Yes	43
No	57

7. Was this particular repair completed correctly in the first visit? By the contractor?

	%
Yes	25
No	75

8. If the contractor needed to make another appointment, did they arrange this while still at your home?

	%
Yes	15
No	85

9. If completed are you satisfied with the quality of work carried out ?

	%
Yes	41
No	59

10. How would you rate the overall quality of service provided to you ?

	%
Very good	7
Good	17
Neither good nor bad	31
Poor	24
Very poor	21