

Could you please tell us anything you feel we could do to improve the repairs service?

I feel the whole system needs changing

The public must be able to contact the managers at the call centre. A minor repairer manager is not required. If it is a major repair it is just impolite without a manager. If I want to speak to a manager the answer is not here

When you ring over 6.00 they tell you to ring back the next day

Why does the council not use the call back system as British Gas at the call centre

Why does the council allow sub contracting of work?

Make monitoring much more efficient and throw contractors off the council list (Mich Larkin, 24 Peacock Street, SE17 3LF)

Yes when phone you get an appointment time and date

Get the workers to bring the correct tools for the job

When a job is reported to one stop shops it would be good for the repair person when they would if having been told to what the job is that they could come prepared to the job. Not look at it and say they would have to come back not paying when or if you have to apply again for the job to be done.