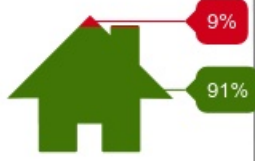
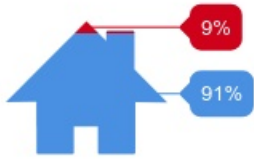


Were you happy with the appointment you were given?

General

Heating



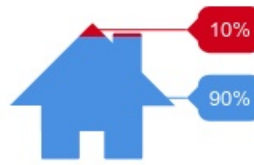
■ Yes (91%) ■ No (9%)

■ Yes (91%) ■ No (9%)

Did the contractor turn up on the agreed appointment time/date?

General

Heating



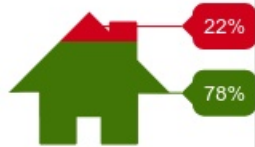
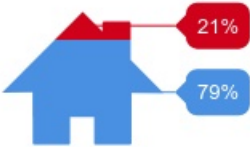
■ Yes (90%) ■ No (10%)

■ Yes (94%) ■ No (6%)

Was the repair completed on the day the contractor attended?

General

Heating



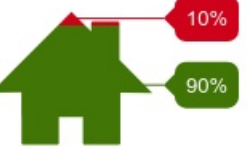
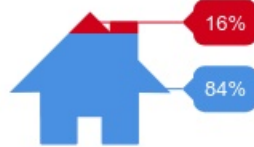
■ Yes (79%) ■ No (21%)

■ Yes (78%) ■ No (22%)

Are you satisfied with the standard of work?

General

Heating



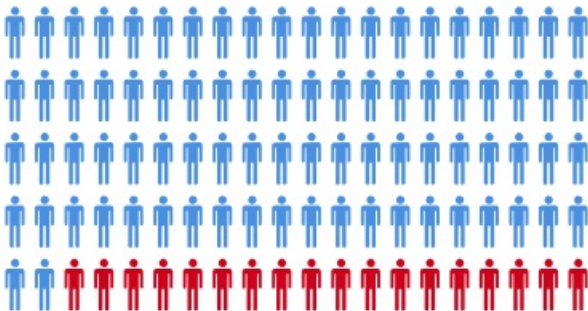
■ Yes (84%) ■ No (16%)

■ Yes (90%) ■ No (10%)

Overall satisfaction with the repairs service
Target 90%

General Repair

Heating Repair



82%

Satisfied with overall service



88%

Satisfied with overall service