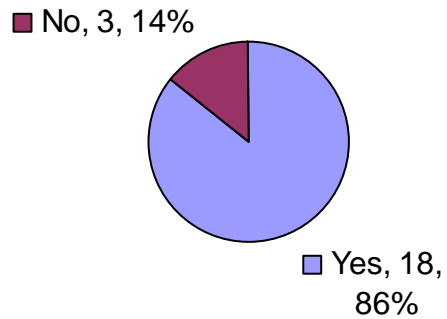


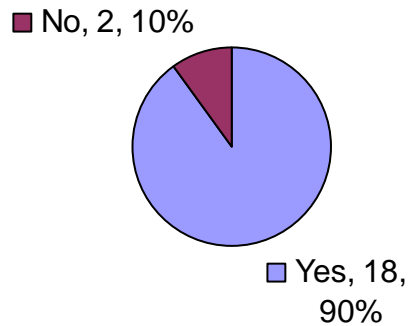
Resident Satisfaction Survey Results 2008/2009

Post Annual Gas Service Inspections

Was an appointment made to carry out your annual gas service?



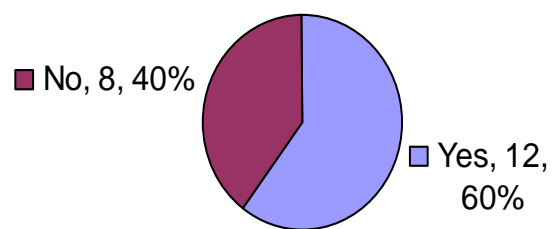
Did the engineer attend on the arranged date?



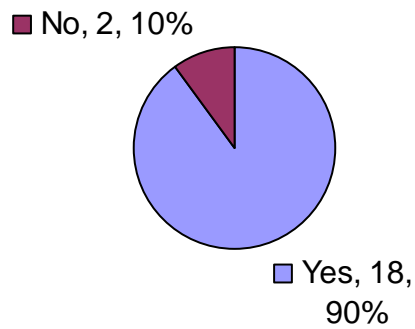
Did the engineer clear up any mess made whilst completing the service?



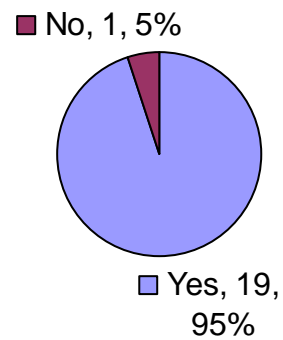
Was a dated sticker placed on your boiler to confirm service was completed?



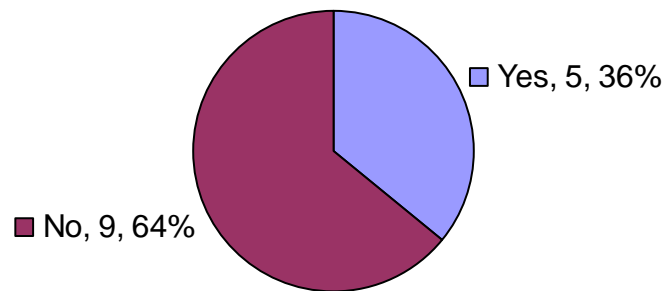
Did the engineer leave your heating and hot water in working order?



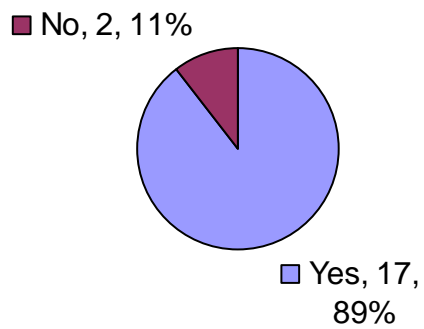
Did the engineer leave you with a copy of the service order?



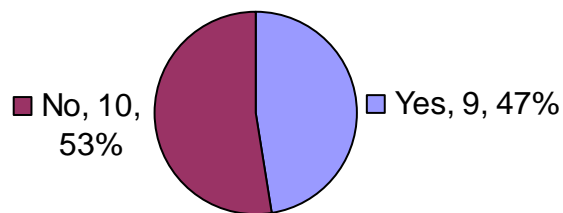
Were you informed how long the repair would take?



Is your heating and hot water still in working order?



Was any advice offered to improve the efficiency of your appliances?



Areas for focus for 2009/2010:

- **Ensure a date sticker is used to confirm when the next service is due**
- **Ensure efficiency advice is given to residents on how to best use appliances and to save money during the service process**
- **To ensure residents are informed of when a repair will be completed following the completion of the service**