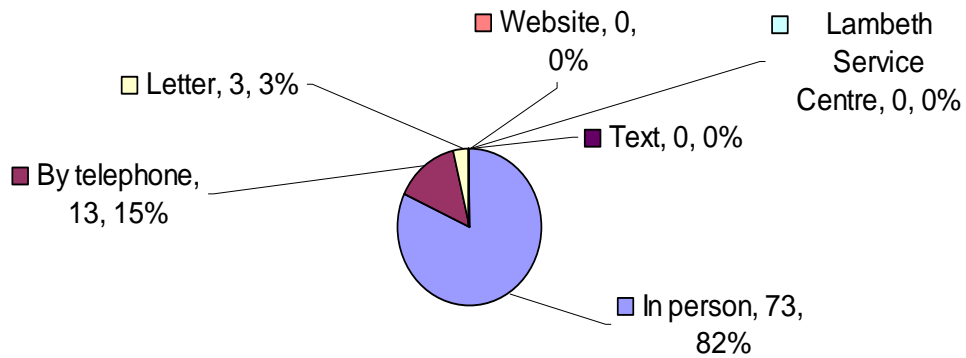


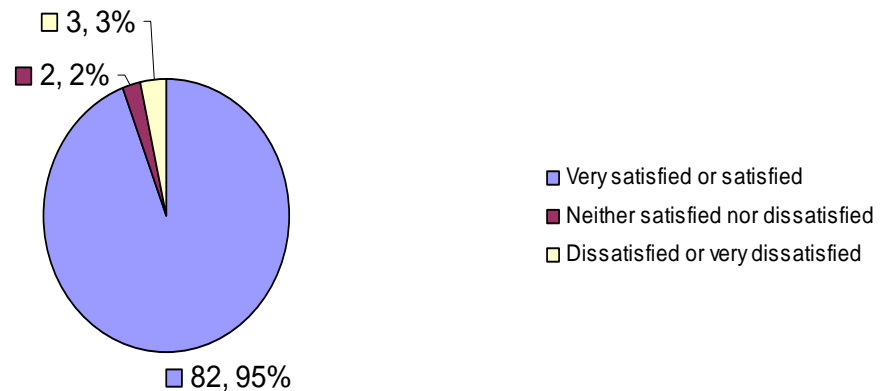
# Resident Satisfaction Survey Results 2008/2009

## Repairs and Maintenance Service

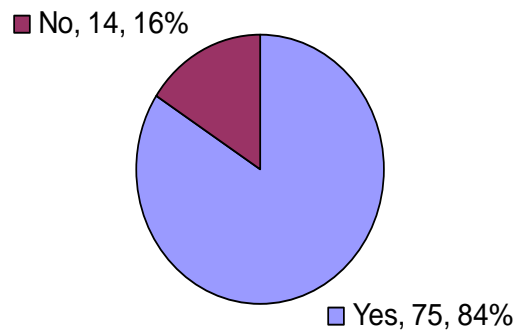
**How did you report the repair?**



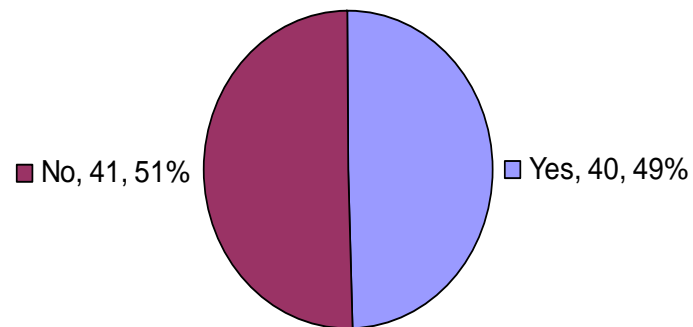
**How satisfied are you with the way the repair request was handled?**



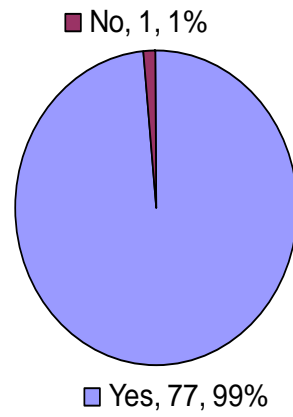
**Was an appointment made for the repair to be completed?**



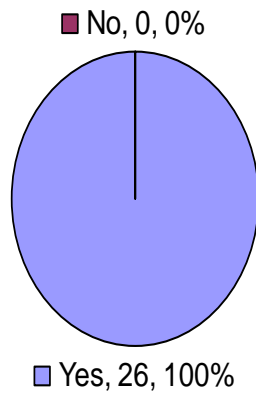
**Was an appointment confirmed in writing?**



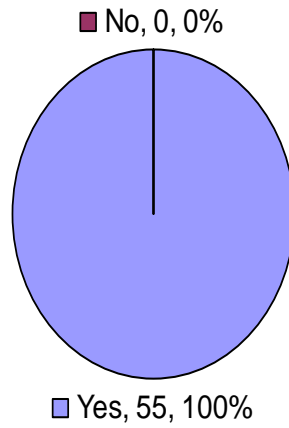
### If an appointment was arranged, was it kept?



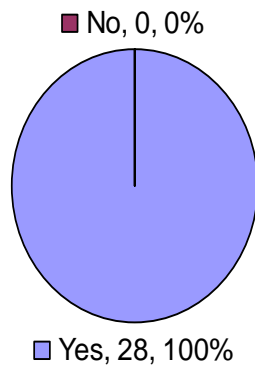
### Was work carried out on or before the target date?



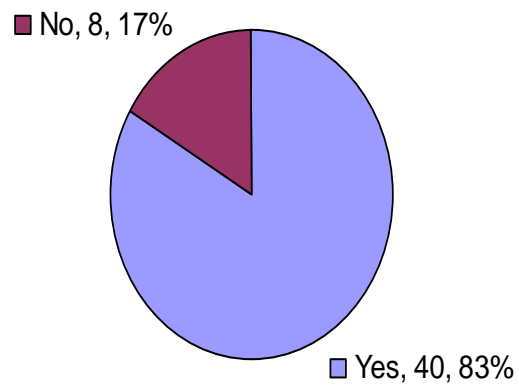
### Was the operator polite?



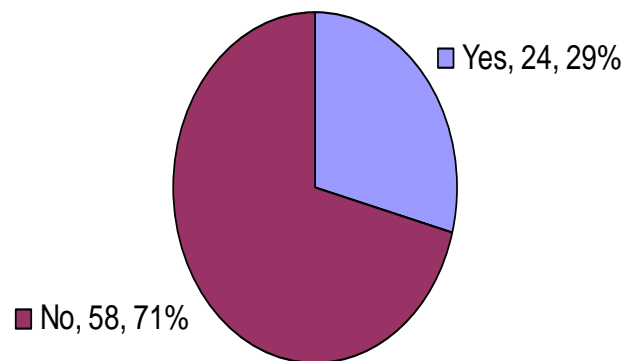
### Did our operative or contractor act professionally?



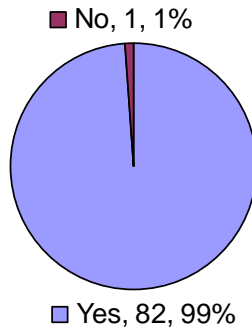
### Was the repair completed in one visit?



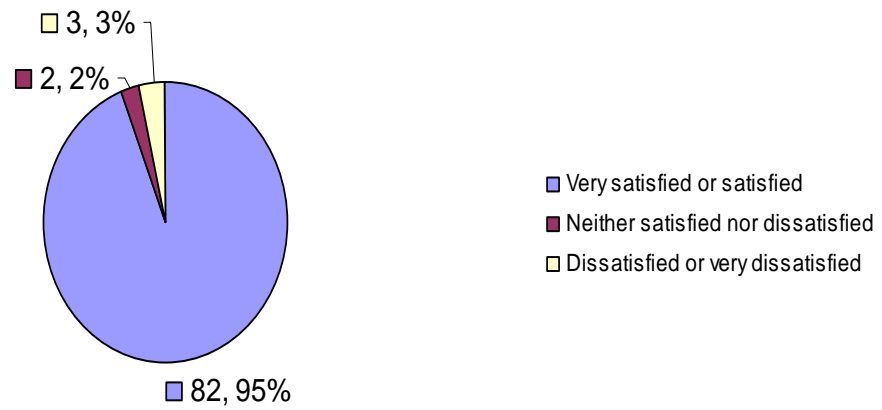
### Was any additional work required?



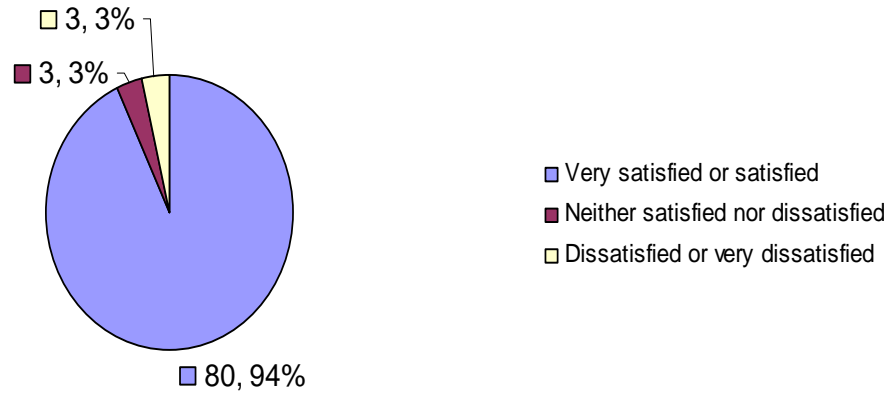
### Did our operative clear up after the repair was completed?



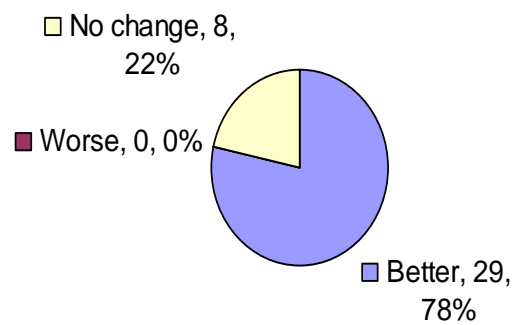
### How satisfied were you with the standard of the repair completed?



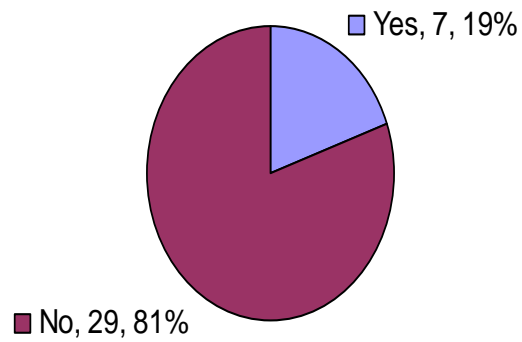
### Overall, how satisfied are you with the repairs service?



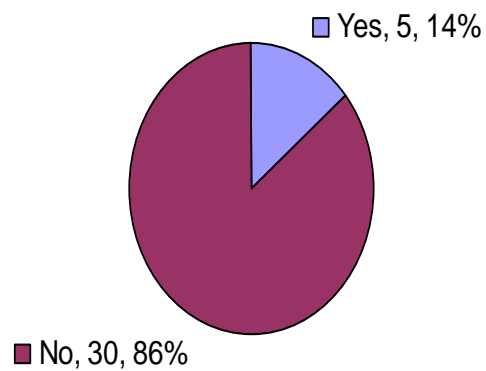
### What do you think of the repairs service since 2007?



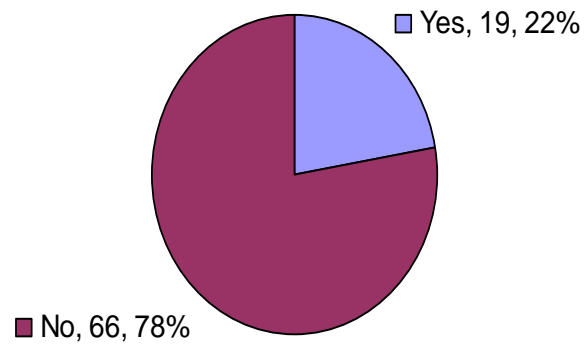
**Are you interested in joining the Blenheim Gardens RMO repairs service forum?**



**Would you like to be contacted about this repair by the estate director?**



### Comments made by yourselves



#### Areas for focus for 2009/2010:

- **Ensure appointments are made for repairs to be completed**
- **Ensure appointments are confirmed with tenants in writing / telephone or by preferred method**
- **Improve the Repairs Service**