



# **VMS Housing Repairs Benchmarking**

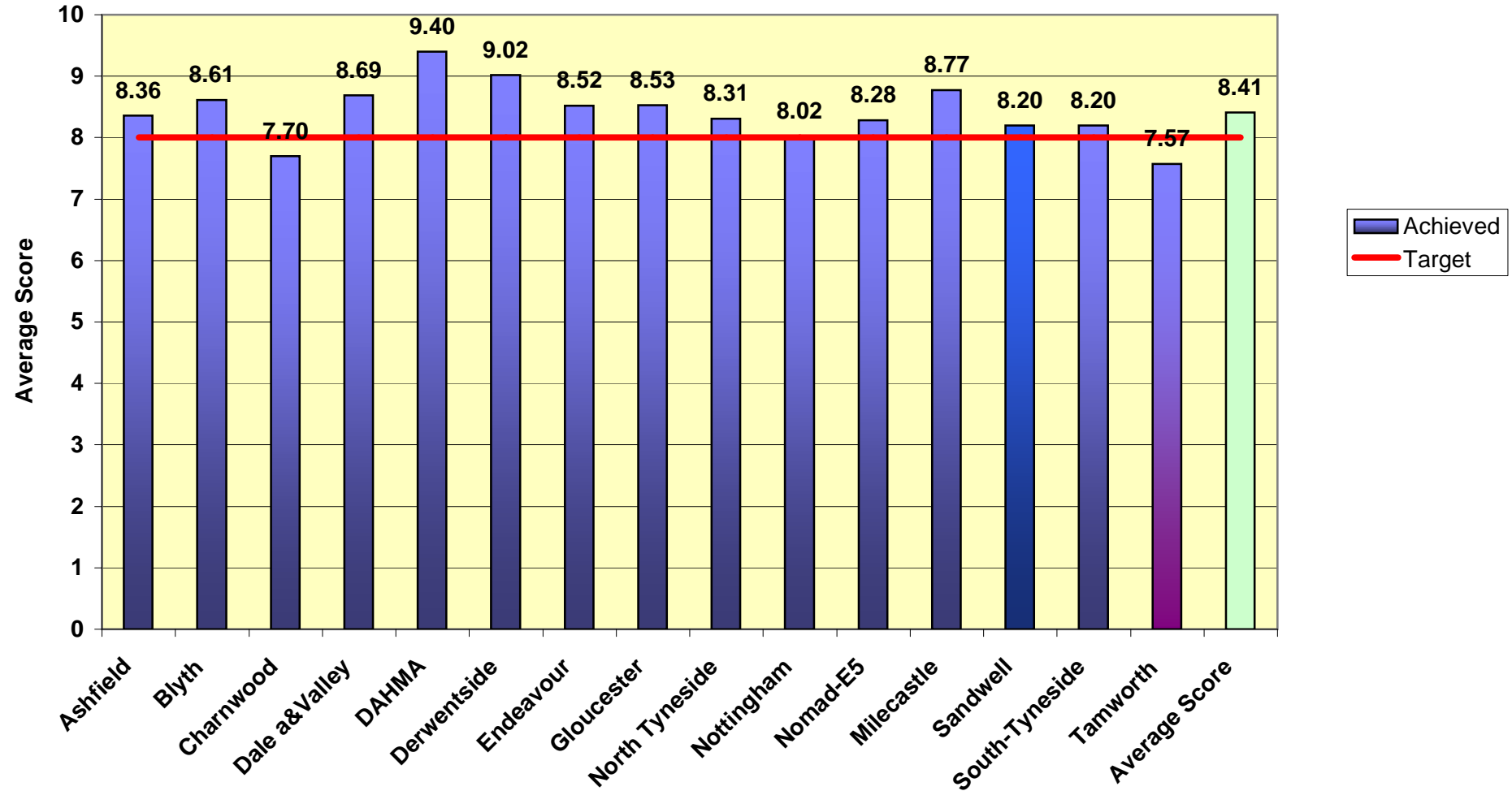
**June 2008**





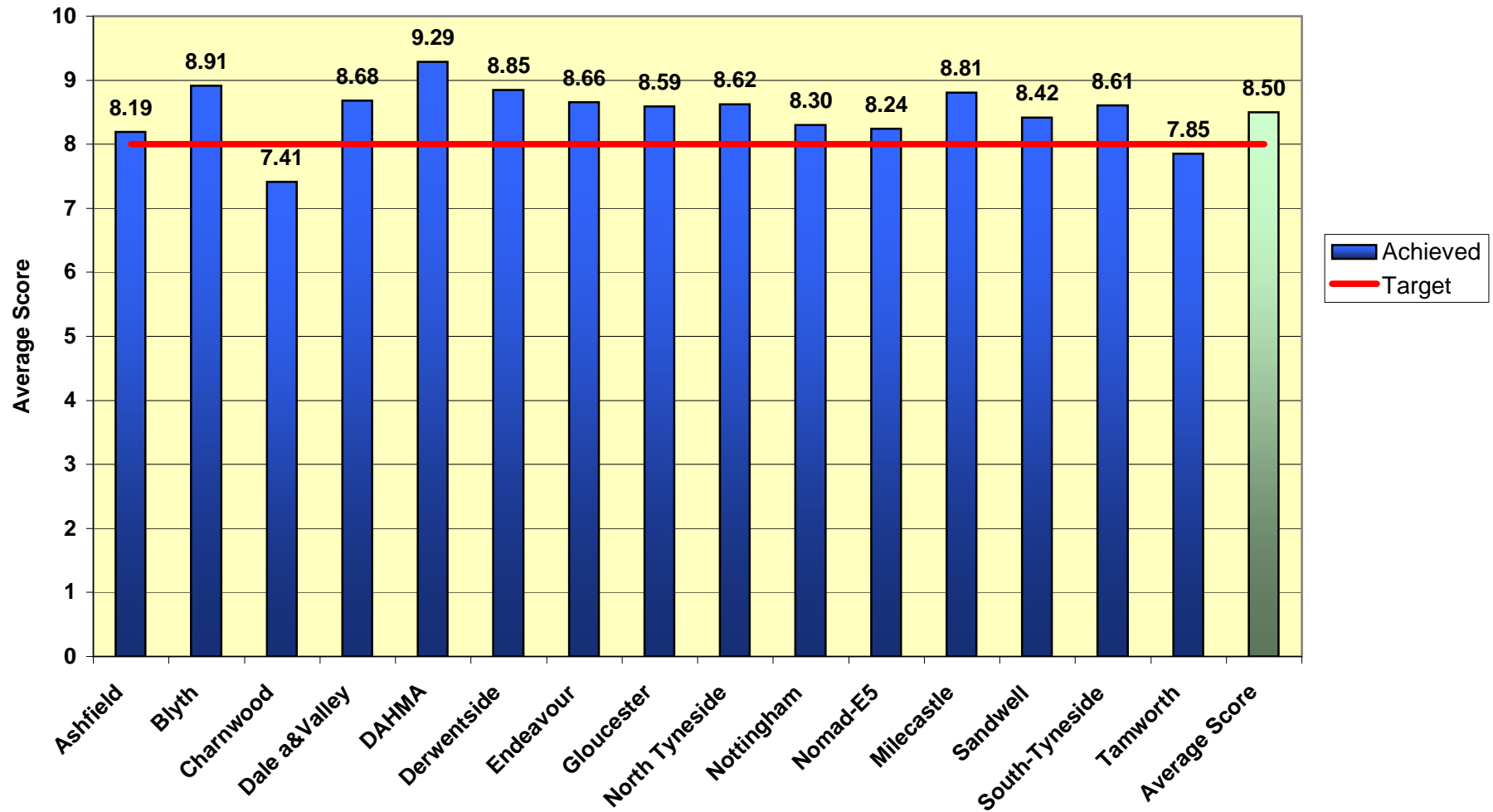
## VMS Benchmarking 2008 - Housing Repairs

Overall average scores



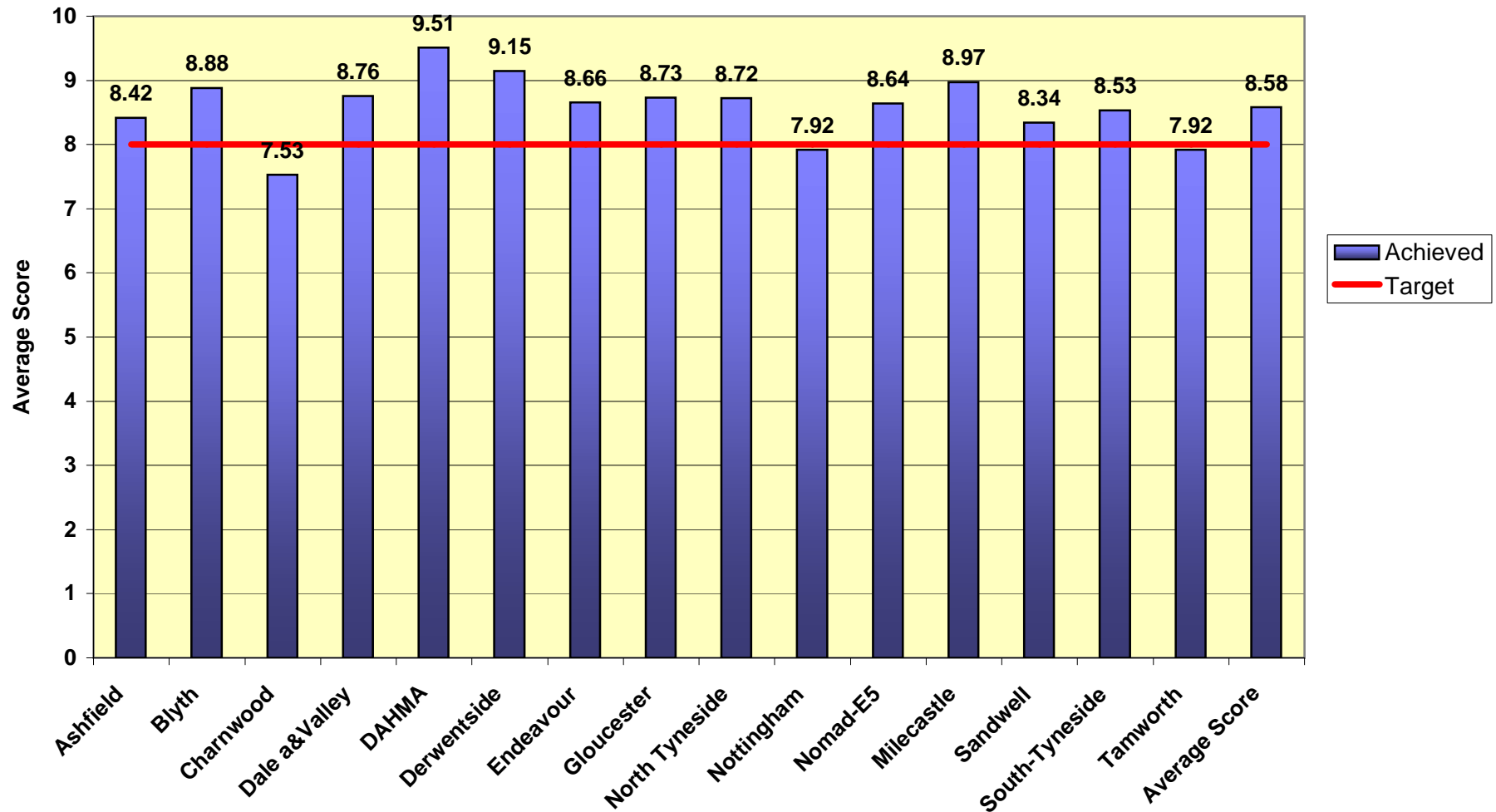
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Q 1: How easy was it, to report your repair ?



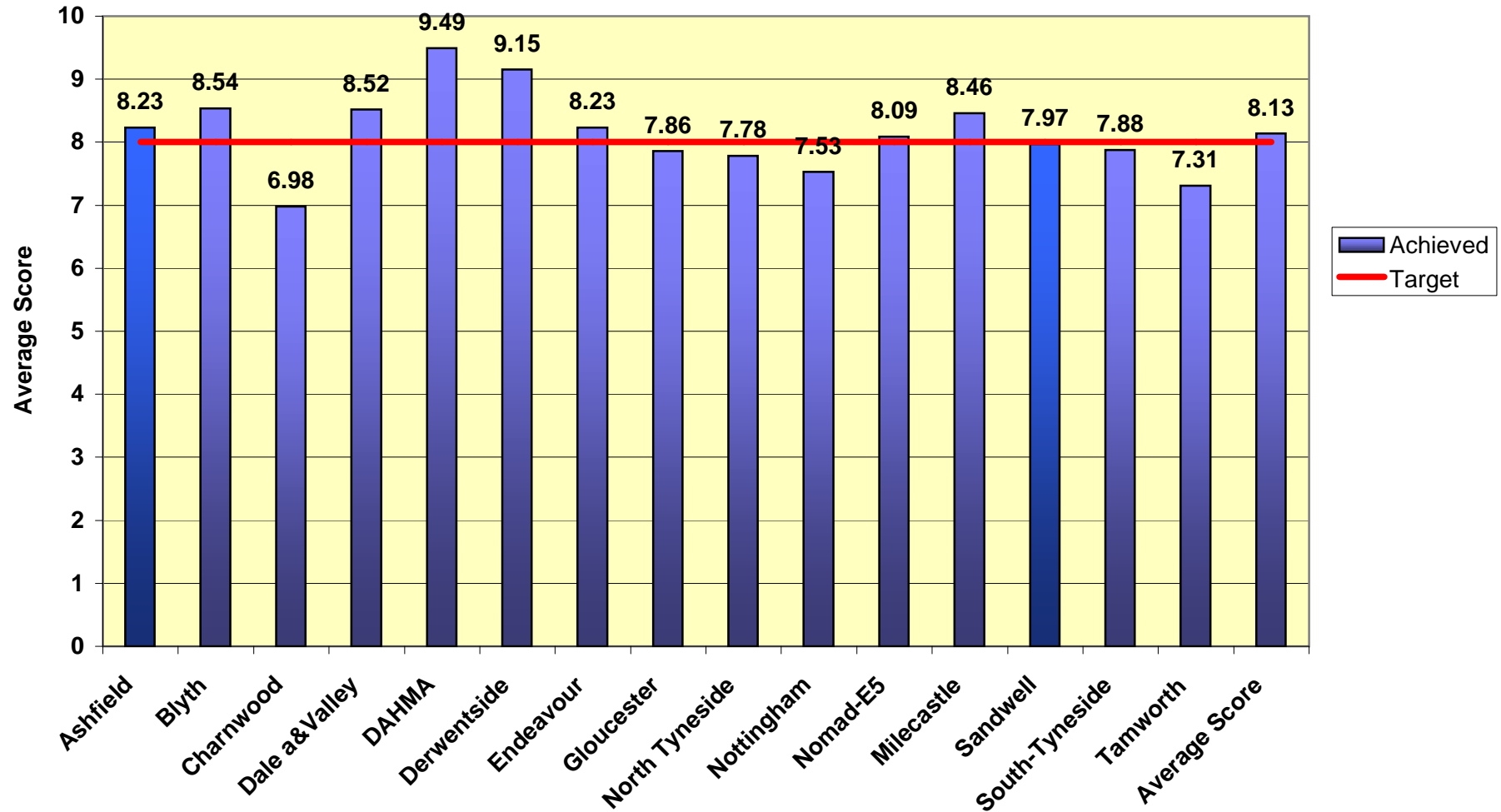
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Q 2: How well do you think our staff treated you, when you reported your repair?



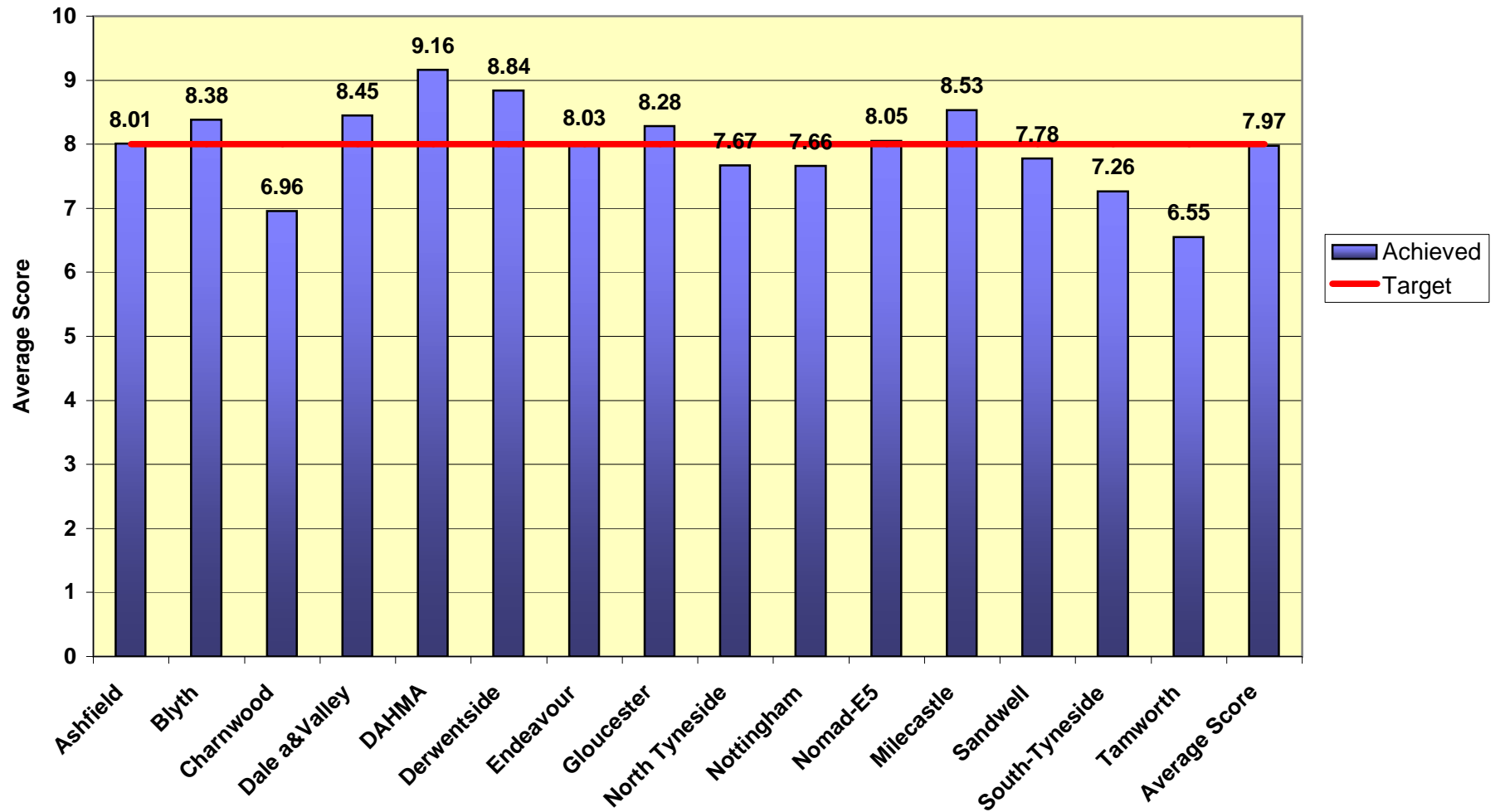
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Q 3: How do you rate the arrangements that were made for carrying out the repair to your home?



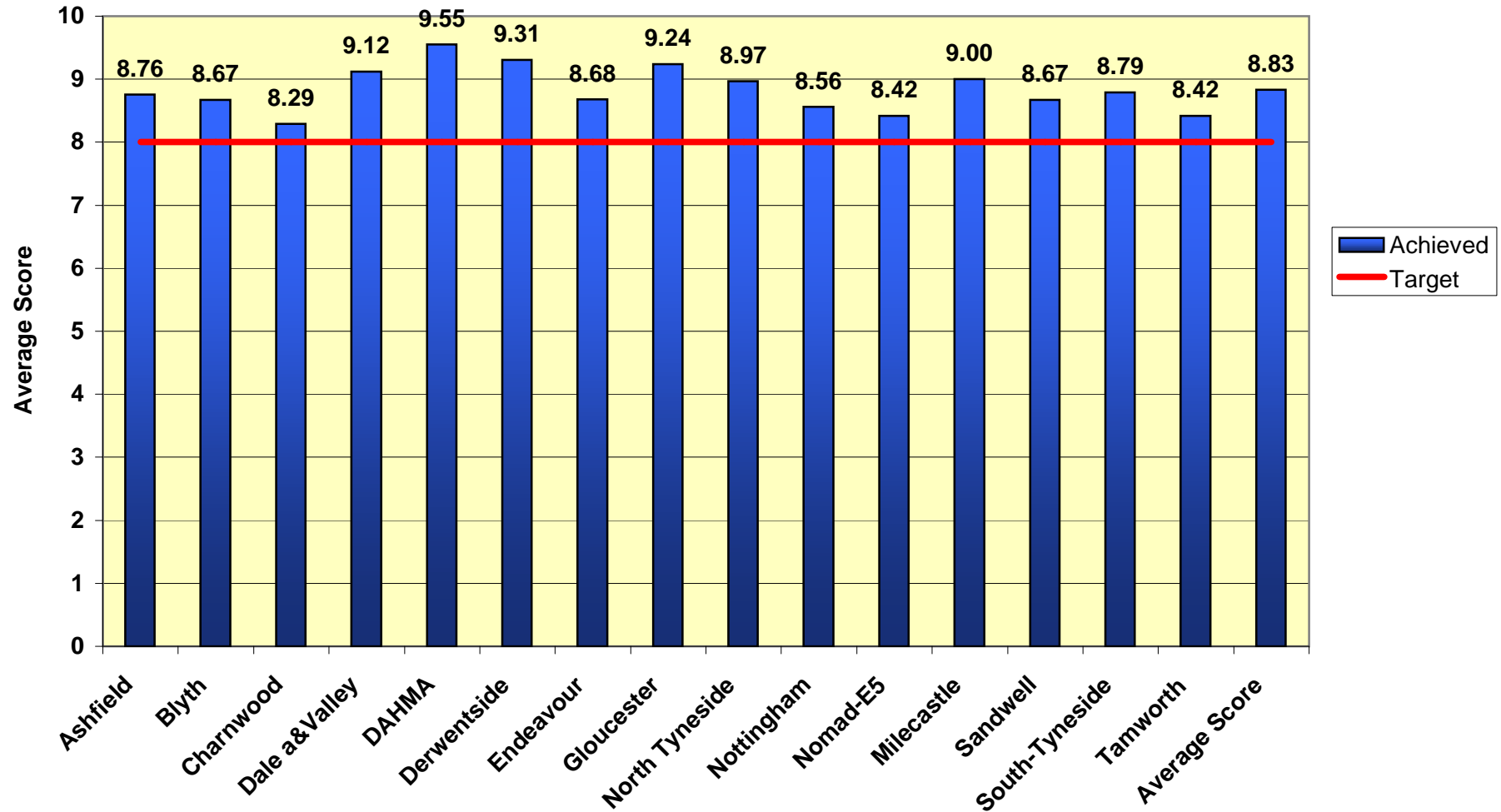
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Q 4: How close to the agreed time scale was the work carried out?



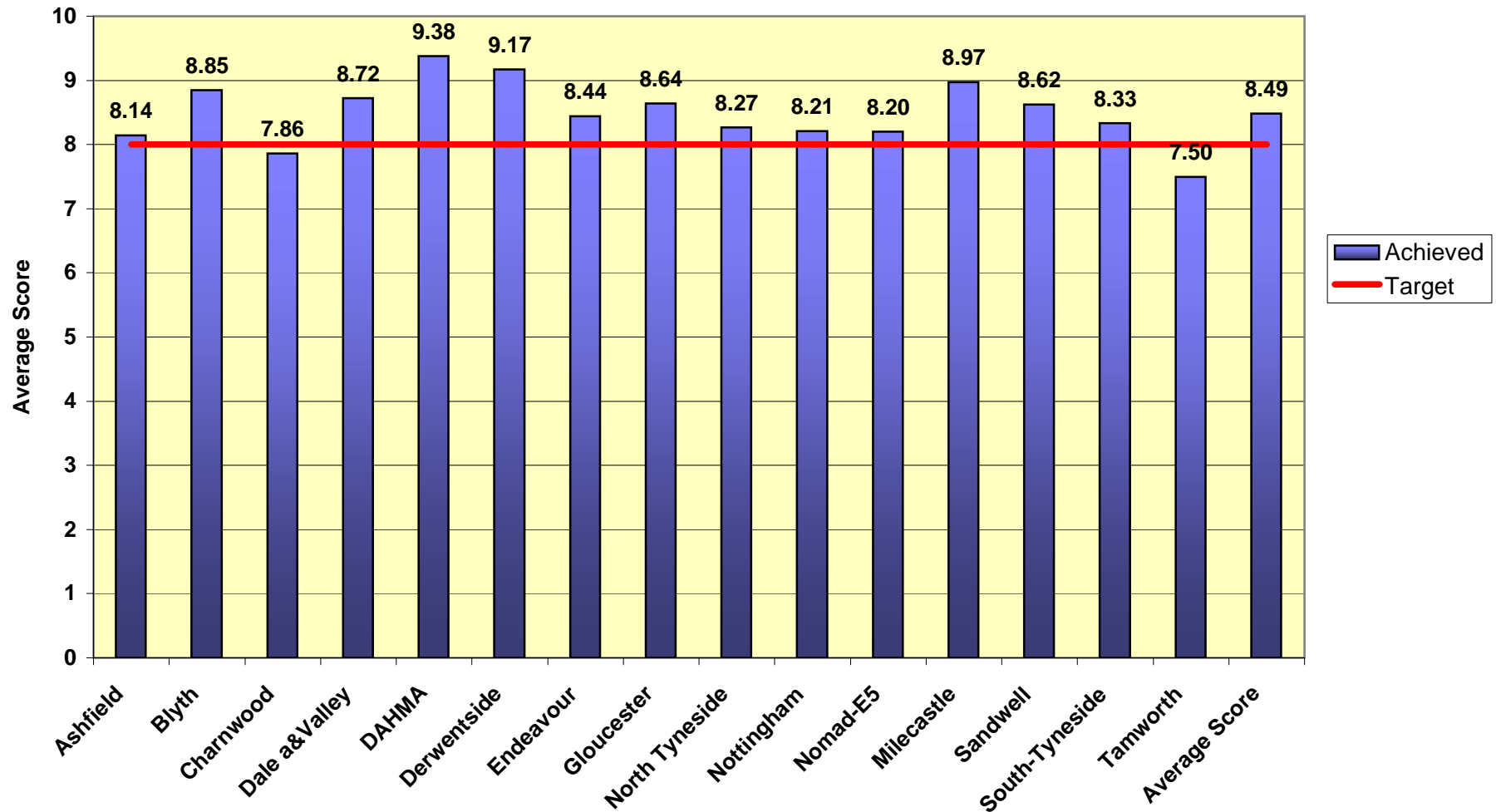
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Q 5: How would you rate the conduct of the workman? E.g. polite and respectful?



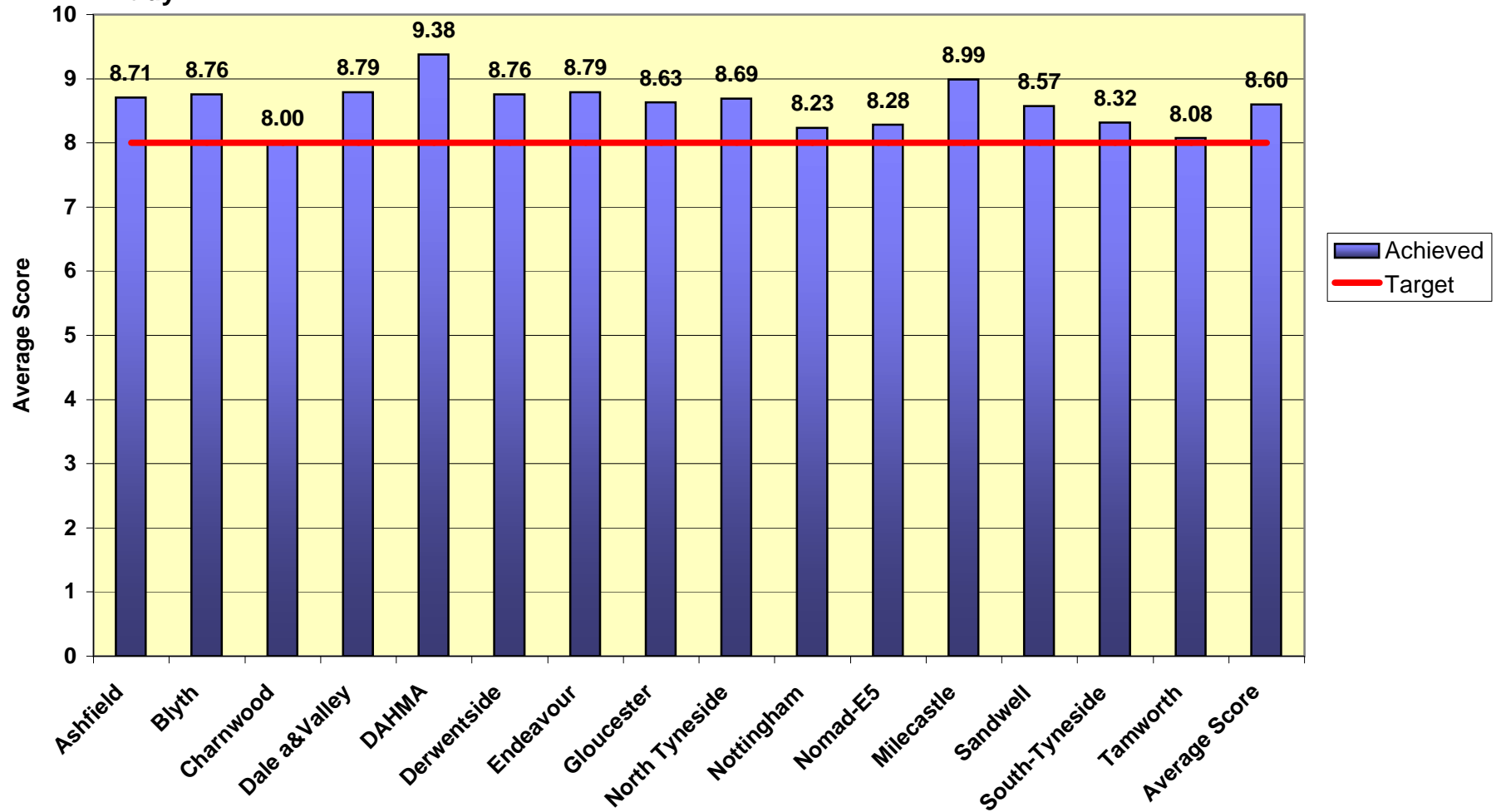
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Q 6: How well did the workmen protect your property whilst repairing your home?



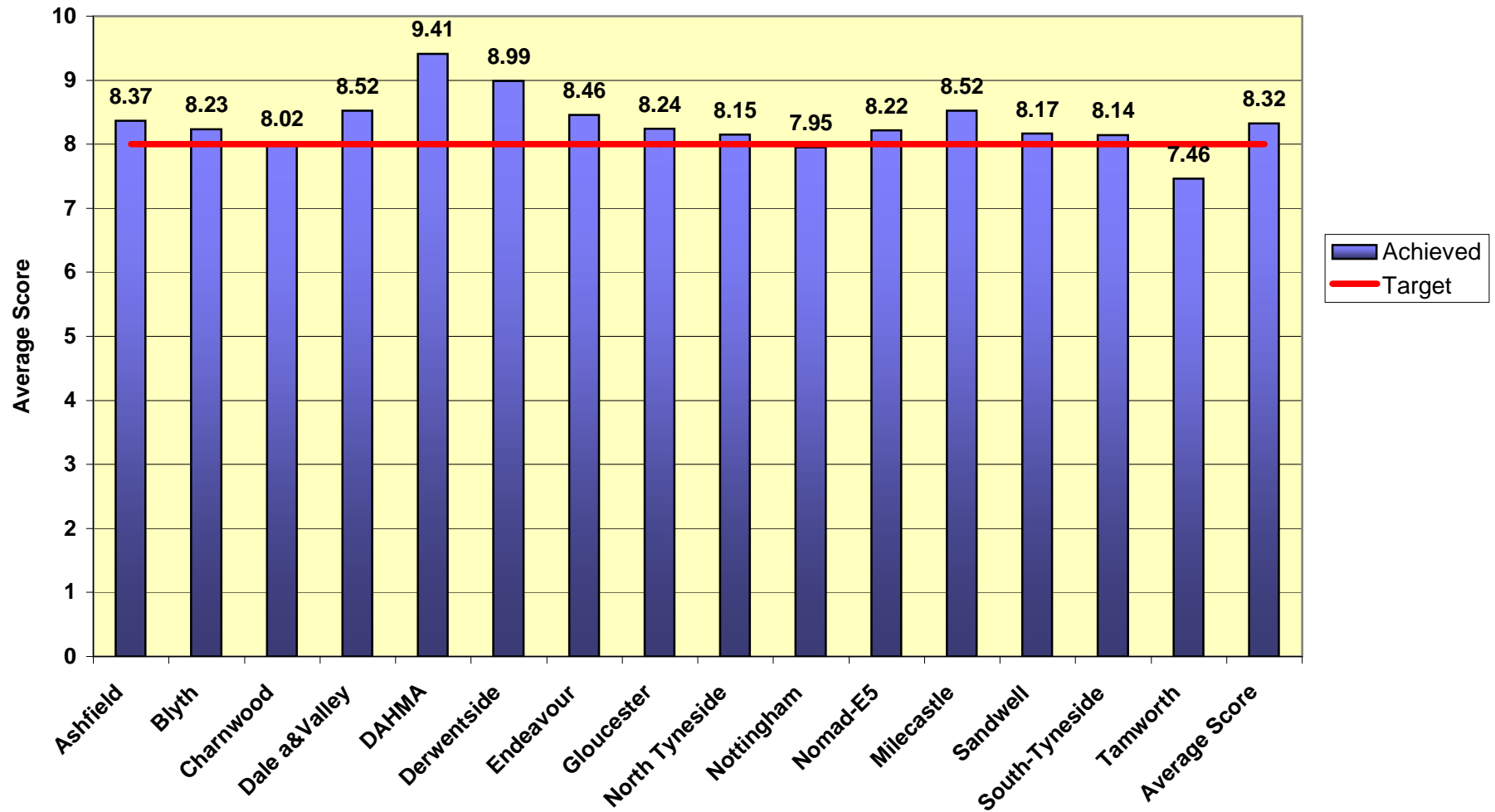
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Q 7: How do you rate the way your home was left after completion of repair work? E.g. clean & tidy



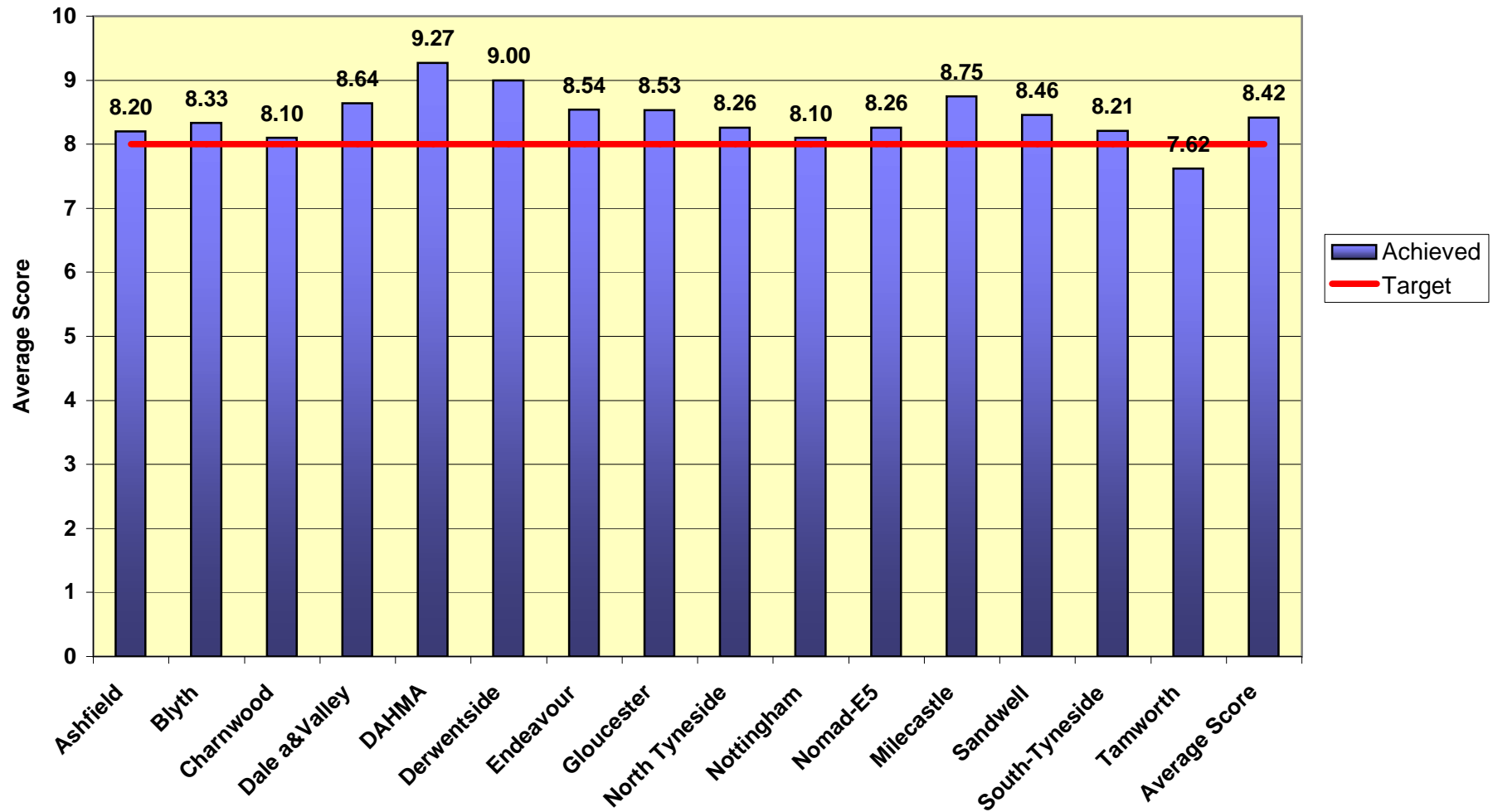
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Q 8: How effective was the work in resolving your repair problem?



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Q 9: How do you rate the quality of the completed work?



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Q 10: Overall how would you rate the repairs system?

