

GCH Repairs

Housing Repairs

May-10

Questions	Score less than 6	Score greater than 6
1. How easy was it, to report your repair ?	12 (16%)	62 (84%)
2. How well do you think our staff treated you, when you reported your repair?	12 (16%)	64 (84%)
3. How do you rate the arrangements that were made for carrying out the repair to your home?	17 (22%)	59 (78%)
4. How close to the agreed time scale was the work carried out?	16 (22%)	56 (78%)
5. How would you rate the conduct of the workman? E.g. polite and respectful?	6 (8%)	68 (92%)
6. How well did the workmen protect your property whilst repairing your home?	7 (10%)	65 (90%)
7. How do you rate the way your home was left after completion of repair work? E.g. clean & tidy	7 (10%)	66 (90%)
8. How effective was the work in resolving your repair problem?	11 (16%)	59 (84%)
9. How do you rate the quality of the completed work?	6 (8%)	67 (92%)
10. Overall how would you rate the repairs system?	14 (19%)	61 (81%)

