

# GCH Repairs

## Housing Repairs

July-10

Questions	Score less than 6	Score greater than 6
1. How easy was it, to report your repair ?	7 (10%)	61 (90%)
2. How well do you think our staff treated you, when you reported your repair?	11 (16%)	57 (84%)
3. How do you rate the arrangements that were made for carrying out the repair to your home?	13 (20%)	52 (80%)
4. How close to the agreed time scale was the work carried out?	9 (14%)	56 (86%)
5. How would you rate the conduct of the workman? E.g. polite and respectful?	3 (5%)	62 (95%)
6. How well did the workmen protect your property whilst repairing your home?	4 (6%)	58 (94%)
7. How do you rate the way your home was left after completion of repair work? E.g. clean & tidy	4 (6%)	60 (94%)
8. How effective was the work in resolving your repair problem?	8 (13%)	56 (88%)
9. How do you rate the quality of the completed work?	7 (11%)	56 (89%)
10. Overall how would you rate the repairs system?	8 (12%)	57 (88%)

