

Gloucester City Homes

Housing Repairs

January-09

From an initial issue of 361 surveys, the following scores out of 10 have been achieved from 87 replies (24.10% return)

Questions	Average Score
1. How easy was it, to report your repair ?	8.20
2. How well do you think our staff treated you, when you reported your repair?	8.20
3. How do you rate the arrangements that were made for carrying out the repair to your home?	7.70
4. How close to the agreed time scale was the work carried out?	7.68
5. How would you rate the conduct of the workman? E.g. polite and respectful?	8.80
6. How well did the workmen protect your property whilst repairing your home?	8.38
7. How do you rate the way your home was left after completion of repair work? E.g. clean & tidy	8.09
8. How effective was the work in resolving your repair problem?	7.41
9. How do you rate the quality of the completed work?	7.47
10. Overall how would you rate the repairs system?	7.73
OVERALL AVERAGE	7.96

