

## MRUK Customer Services Survey September 2006 summary sheet

The following values were calculated by allocating a value to Satisfaction/Ease of access responses, which were Very Dissatisfied/Difficult (1), Fairly Dissatisfied/Difficult (2), Neither Satisfied/Easy nor Dissatisfied/Difficult (3), Fairly Satisfied/Easy (4) or Very Satisfied/Easy (5). The number of respondents granting each value was then used to calculate the average shown below.

No.	Question	Value
1	How did you get in touch with Gloucester City Homes on the last occasion you contacted them?	-
2	How easy was it for you to get in touch with Gloucester City Homes on the last occasion you contacted them?	4.16
3	How satisfied were you with the time taken to answer your call?	4.21
4	Was the person who answered your call able to deal with your query, or were you transferred to someone else?	-
5	Did the person you were transferred to know the details of your query, so you did not have to explain this again?	-
6	How satisfied were you with the friendliness of the staff?	4.49
7	How satisfied were you with the helpfulness of the staff?	4.26
8	How satisfied were you with the courteousness of the staff?	4.45
9	How satisfied were you with the level of knowledge of the staff?	3.98
10	How satisfied were you with the interest shown in your query?	4.04
11	How satisfied were you with the professionalism of the staff?	4.22
12	To what extent did the service meet with your expectations?	-
13	Have you made a complaint to Gloucester City Homes in the last 3 months?	-
14	How satisfied were you with the way Gloucester City Homes dealt with your complaint?	2.77
15	Following your last contact with Gloucester City Homes, would you say that your query was answered...?	-
16	How satisfied were you with the service you received from Gloucester City Homes overall?	3.66
17	Is there anything that Gloucester City Homes Customer Services team could do better?	-

