

Building maintenance – non housing customer satisfaction survey

How do you think we are doing?

Please tell us how you think we are performing regarding each of the following aspects. Please answer 'Not applicable' if the question asked is not relevant to you.

Communications

	Not applicable	Excellent	Good	Acceptable	Poor	Very poor			
Consultation / liaison with property									
management section		_		_	-				
Planned frequency of liaison meetings with									
Maintenance Surveyors									
Actual frequency of liaison meetings with			П	П	П	П			
Maintenance Surveyors taking place									
Outcome of liaison meetings with Maintenance									
Surveyors		_		_	-				
Project management by Property Mngt Section					П				
of planned maintenance programme (Capital &									
Revenue)									
Procedure for reporting faults / required work									
Communication and reporting back by Property Mngt Section									

Service standards

	Not applicable	Excellent	Good	Acceptable	Poor	Very poor
Repair / maintenance work is carried out to high standard						
Repair / maintenance work is carried out with a minimum of disruption to you						
Tradesmen take time to tidy up after completion						
Work is carried out a time convenient to you						
The timescale within which work is carried is satisfactory to you						
Cost of work / value for money						