

## Repairs and Maintenance Customer Satisfaction

Table 1. Details of returned customer satisfaction surveys as 31/03/2021

Maintenance Customer Satisfaction survey details						
Figures for completed repairs between 01/04/2020 - 31/03/2021						
	Mailed	Phoned	Results			
Surveys Sent:	492	21	Very Satisfied	119		
Surveys Response	115	21	Fairly Satisfied	13		
Total No. survey responded		136	Neither Satisfied/Dissatisfied	4	4.00	2.94%
% Survey Response		26.51%	Fairly Dissatisfied	0		
Please note phone surveys are carried out if there is no response from a mailed survey			Very Dissatisfied	0		
			Did Not complete	0	0	0.00%