

Maintenance Customer Satisfaction survey details

Figures for completed repairs between 01/04/2023 - 31/03/2024

	Mailed	Phoned	Results			
Surveys Sent:	494	0	Very Satisfied	132		
Surveys Response	152	0	Fairly Satisfied	15	147.00	96.71%
Total No. survey responded		152	Neither Satisfied/Dissatisfied	3	3.00	1.97%
% of Surveys Returned		30.77%	Fairly Dissatisfied	2		
Please note the phone surveys are carried out if there is no response from a mailed survey			Very Dissatisfied	0	2.00	1.32%
			Did Not complete	0	0	0.00%