

Enter Job No: (as detailed on the copy of your Job Line)



NAME (PRINT IN BLOCK CAPS): .....

ADDRESS (PRINT IN BLOCK CAPS): .....

### SHQS / MAJOR WORKS

Being committed to improvement, we'd like your feedback to enable us to close off your SHQS/Major Work and to know whether it was completed to your satisfaction. Please tick the boxes that apply, then return the form back to us in the FREEPOST envelope provided (you don't need a postage stamp).

Thank you – your comments are valued.

- 1 Overall rate on your SHQS/ Major Work completed?    Very Satisfied     Fairly Satisfied     Neither Satisfied or Dissatisfied     Fairly Dissatisfied     Very Dissatisfied     No Opinion
- 2 Did you receive adequate notice of works?    Yes     No
- 3 Were you given a choice of replacement fixtures, (e.g. bathroom/kitchen)?    Yes     No     Not Applicable
- 4 Rate on information which was provided to prepare you for works carried out?    Very Satisfied     Fairly Satisfied     Neither Satisfied or Dissatisfied     Fairly Dissatisfied     Very Dissatisfied     No Opinion
- 5 Rate on attitude, politeness and care by tradesmen?    Very Satisfied     Fairly Satisfied     Neither Satisfied or Dissatisfied     Fairly Dissatisfied     Very Dissatisfied     No Opinion

Please feel free to add any other comments regarding the completion of your repair: -

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