

Responsive Repairs Customer Satisfaction

April to December 2010



Making People Smile

Month	No. of Jobs Completed	No. of Surveys taken	% of surveys against jobs completed	Customer Satisfaction Questions				
				Q1	Q2	Q3	Q4	Q5
April	2065	370	18%	356 96%	342 92%	363 98%	352 95%	368 99%
May	2889	423	15%	407 96%	366 87%	419 99%	405 96%	421 100%
June	3098	395	13%	374 95%	370 94%	393 99%	387 98%	392 99%
July	2189	476	22%	446 94%	429 90%	463 97%	464 97%	466 98%
August	2008	373	19%	362 97%	362 97%	371 99%	360 97%	372 100%
September	2061	519	25%	513 99%	510 98%	516 99%	512 99%	519 100%
October	0	0		0	0	0	0	0
November	0	0		0	0	0	0	0
December	0	0		0	0	0	0	0
Year to Date	14310	2556	18%	2458 96%	2379 93%	2525 99%	2480 97%	2538 99%

Month	Q6		Q7		Q8					Q9					Q10
	Was the work area left clean and tidy?	362 98%	Did we ensure your property was safe and secure while our tradesperson was present?	370 100%	How would you rate the work that was carried out ?					Overall how Satisfied were you with the service ?					Rating out of 10
					Very Satisfied,Satisfied,Neither Satisfied/Nor Dissatisfied, Very Dissatisfied					Very Satisfied,Satisfied,Neither Satisfied,Nor Dissatisfied, Very Dissatisfied					
	VS	S	NS/ND	D	VD	VS	S	NS/ND	D	VD	VS	S	NS/ND	D	VD
April	362 98%		370 100%	274 74%	80 22%	8 2%	6 2%	2 1%	279 75%	75 20%	10 3%	2 1%	2 1%	4 1%	9
May	416 98%		422 100%	312 74%	96 23%	8 2%	2 0%	5 1%	332 78%	72 17%	9 2%	4 1%	4 1%	6 1%	9
June	390 99%		394 100%	307 78%	73 18%	7 2%	6 2%	2 1%	317 80%	60 15%	14 4%	3 1%	3 1%	1 0%	9
July	468 98%		470 99%	364 76%	91 19%	9 2%	8 2%	4 1%	370 78%	87 18%	6 1%	7 1%	6 1%	6 1%	9
August	369 99%		371 99%	312 84%	53 14%	6 2%	1 0%	1 0%	327 88%	40 11%	4 1%	2 1%	2 0%	0 0%	9
September	515 99%		519 100%	427 82%	84 16%	6 1%	2 0%	0 0%	446 86%	62 12%	7 1%	2 0%	2 0%	2 0%	10
October	0		0	0	0	0	0	0	0	0	0	0	0	0	
November	0		0	0	0	0	0	0	0	0	0	0	0	0	
December	0		0	0	0	0	0	0	0	0	0	0	0	0	
Year to Date	2520 99%		2546 100%	1996 78%	477 19%	44 2%	25 1%	14 1%	2071 81%	396 15%	50 2%	20 1%	19 1%		