



Name:

Address:

Job Number:

- 1. Are you happy with the way that your repair was arranged? - Y/N**
- 2. Were you :**
 - a. offered an appointment - Y/N**
 - b. Was it kept? – Y/N**
- 3. Did the Contractor:**
 - a. Present identification? – Y/N**
 - b. Explain the works involved – Y/N**
 - c. Fix the problem on the first visit? – Y/N**
 - d. If it was not fixed on first visit were you offered a further appointment? – Y/N**
 - e. Did they complete the work to a satisfactory standard? – Y/N**
 - f. Did they tidy up after themselves? – Y/N**
- 4. Overall, are you happy with the service you received? – Y/N**

PLEASE RETURN THIS QUESTIONNAIRE IN THE PRE-PAID ENVELOPE TO BE INCLUDED IN THE PRIZE DRAW

Comments: