



Satisfaction Survey

Battersea Fields Residents Organisation Ltd

When you first reported your repair, did you feel the staff were trying to be helpful? Yes No

How many days passed between making your original repair request and receiving this copy order? 1-10 10+

Did Battersea Fields ROL make an appointment for you with the contractor? Yes No

Was the appointment changed?
By you By the contractor Yes No

Was the appointment kept? Yes No

Did the contractor show you any identification? Yes No

Was the contractor courteous / polite? Yes No

Were you satisfied with the quality of the repair work? (Please tick (✓) one box below)

Very satisfied 1 Dissatisfied 3
Satisfied 2 Very dissatisfied 4

Did the contractor clear up properly after the job? Yes No

Was the repair completed by the target date printed on the order? Yes No

In general how did you feel about the way the repair was handled?

1. Satisfied 2. No strong feeling 3. Dissatisfied

Have you any other comments about this repair?

To which of these groups do you consider you belong? Please tick one box only

White

- British
- Irish
- Other White background

Asian or Asian British

- Indian
- Pakistani
- Bangladeshi
- Other Asian background

Black or Black British

- Caribbean
- African
- Other Black background

Mixed

- White and Black Caribbean
- White and Black African
- White and Asian
- Other Mixed background

Chinese

Any other ethnic group please specify: _____

Please return this form in the pre-paid envelope provided