



Leaseholder satisfaction survey with refurbishment works

1. How satisfied are you with the service given by the operatives carrying out works to your property?

1 Very dissatisfied 2 3 4 5 6 7 8 9 10 Very satisfied (circle)

2. How satisfied are you that the works were completed in the timescales given to you?

1 Very dissatisfied 2 3 4 5 6 7 8 9 10 Very satisfied (circle)

3. How satisfied are you with the information we gave to you? Was it helpful and clear?

1 Very dissatisfied 2 3 4 5 6 7 8 9 10 Very satisfied (circle)

4. How satisfied are you that we listened and respected your requirements and concerns?

1 Very dissatisfied 2 3 4 5 6 7 8 9 10 Very satisfied (circle)

5. How satisfied are you that we kept your building clean and tidy?

1 Very dissatisfied 2 3 4 5 6 7 8 9 10 Very satisfied (circle)

6. Overall how satisfied with the refurbishment works to your property?

1 Very dissatisfied 2 3 4 5 6 7 8 9 10 Very satisfied (circle)

Do you have any other thoughts and feedback on the refurbishment works?

Your name: _____

Your address: _____

Please return to Saba Mirza or Rebecca Burke by 5pm Friday 25th September 2015.

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