












Customer Panel Repairs Survey

In October 2007 members of Berneslai Homes Customer Panel were sent a questionnaire asking them to rate their experience or perception of our Repairs and Maintenance Service.

20 customers returned the questionnaire and below are the results.

| | Very Poor | Good | Excellent | |
|--|------------------|-------------|------------------|---|
| How good a service do you think Berneslai Homes provide? | 0% | 38.9% | 61.1% |  |
| Staff are polite when dealing with repair requests | 0% | 30% | 70% |  |
| We provide information to customers on work to be done in their home | 20% | 30% | 50% |  |
| We provide an appointments where possible | 10% | 30% | 60% |  |
| Work is carried out within the time period we tell customers | 5.2% | 21.1% | 73.7% |  |
| Operators show their ID without being prompted | 15% | 30% | 55% |  |
| Operators are helpful, friendly and courteous | 5% | 25% | 70% |  |
| Operators are knowledgeable and properly trained | 5% | 35% | 60% |  |
| Operators clean and tidy properties after repairs | 11.1% | 22.3% | 66.6% |  |
| Customers personal needs are taken into consideration i.e. age, disability etc | 10% | 20% | 70% |  |
| How you would rate Berneslai Homes overall performance | 5% | 40% | 55% |  |

95% (19) based these views on personal experience 1 (5%) based their views on meetings with Berneslai Homes staff members.