

Maintenance and Repairs - Customer Feedback Survey

The Council's Property Maintenance Section aims to offer the highest quality of service to our customers. Your feedback is important to us so that we can measure our success and look at ways of improving our service to you. Please spare a few minutes to complete this short survey. All responses will be treated in confidence.



www.douglas.im/survey

Name

Address

Estate

Tel/Mob

Email

If the repair was not carried out by the Council's own maintenance team, which Contractor carried out the works? (please leave blank if unsure)

Nature of work carried out:

Date of repair:

Please tick **one** box only per question

Poor

Neither

Excellent

1. How satisfied were you with the response you received when you first contacted the housing office to report the repair?

2. If your repair was reported outside of office hours, how satisfied were you with the out of hours call service?

N/A

3. Once the tradesperson arrived, how satisfied were you with the time taken to complete the repair?

Please tick **one** box only per question

Poor

Neither

Excellent

4. How satisfied are you with the completed work?

5. How satisfied were you with the way the tradesperson cleaned and tidied up after the repair?

6. How would you rate the customer service from the tradesperson?

7. How satisfied were you with the overall quality of the repair?

Please use this space to further explain any of your responses, to tell us what areas of our service we could improve or maybe even to just tell us what we are doing really well.

Data Protection Statement

DATA PROTECTION DECLARATION - Douglas Borough Council collects and processes personal data in accordance with the relevant data protection legislation and its Data Protection Policy. This includes collecting and processing personal data for the purpose of carrying out checks for the purposes of administration, assessment, analysis, and also for assessing tenant (and prospective tenant) suitability for housing and/or general housing management. Personal data collected may include details of any criminal convictions, on-going investigations, health data, family background data and to make any necessary enquiries to check that information contained in the Tenancy Agreement/Housing Application Form is correct and for the purposes described above.

Douglas Borough Council may, in accordance with the relevant data protection legislation and its Data Protection Policy, share this personal information with law enforcement, government agencies, government departments, local authorities, contracted third-party service providers, financial companies and/or financial organisations.

Should you wish to learn more about this please read our Data Protection Policy which clearly sets out in full what personal information is collected, why, who it may be shared with, for how long it is retained and also what rights you have under the data protection legislation and how to exercise them. The Data Protection Policy can be located at www.douglas.gov.im/dataprotection, and can also be requested in person at Douglas Town Hall. Further, should you have any specific questions please do not hesitate to contact our Data Protection Officer at dataprotection@douglas.gov.im or phone 01624 696300.

THANK YOU FOR COMPLETING THIS SURVEY

Please return the completed survey to the Director of Housing & Property in the pre-paid envelope provided .

Any queries regarding the survey should be directed to the property office on 696389.