

## Grainger Contractor Survey

We would like to review our contractors' property maintenance service to our residents and are keen to receive feedback from you. We should be grateful if you could take the time to answer the attached questions and return this form to us in the attached pre-paid envelope. This survey is completely confidential.

How long have you been a resident in your property?

- Under 6 months
- 6 - 12 months
- 1 - 2 years
- 3 - 5 years
- Longer

How many visits (approximately) have Grainger's contractors made to your property to carry out repairs in the last twelve months?

- 1
- 2
- 3
- 4
- 5

How soon after you reported the repair issue to Grainger did you get a telephone call from our contractor?

- The same day
- The following day
- Longer (how many days)?
- No call at all

MARTLESHAM

19 JAN 2012

When the contractor attended, can you tell us about the service they provided?

Did they arrive punctually at the arranged time?

- Yes  No

Were they of reasonably smart appearance

- Yes  No

If no, did they call you to explain they would be delayed and give a revised time of arrival?

- Yes  No

Did they complete the repair to a satisfactory standard

- Yes  No

Did the contractor show you identification?

- Yes  No

If they had to arrange another visit, did they return promptly to complete the job?

- Yes  No