

## Care and Repair Satisfaction Survey

We are contacting you as a resident of Fylde who has received a service from Care and Repair (Wyre and Fylde). We are interested in receiving your feedback on the service you have received.

We would be grateful if you would complete the enclosed questionnaire and return it in the envelope provided.

If you have any queries regarding this questionnaire please contact Fylde Council Housing Services on 01253 658658.

### 1. What service were you requiring from Care and Repair? (Tick all that apply)

- |   |                          |   |                          |
|---|--------------------------|---|--------------------------|
| Handy Person Service                                | <input type="checkbox"/> | Small Adaptation<br>(ie. Handrails, ramps etc.) | <input type="checkbox"/> |
| Assistance with application<br>for benefits         | <input type="checkbox"/> | Assistance with energy<br>efficiency measures   | <input type="checkbox"/> |
| Advice on reputable trades<br>companies in the area | <input type="checkbox"/> | Other   | <input type="checkbox"/> |

If other please detail below:

### 2. How did you find out about the Care and Repair services?

- |                               |                          |                            |                          |
|-------------------------------|--------------------------|----------------------------|--------------------------|
| Family/ Friends               | <input type="checkbox"/> | Website                    | <input type="checkbox"/> |
| Information Leaflets          | <input type="checkbox"/> | Advice Services (e.g. CAB) | <input type="checkbox"/> |
| Visited the Council Offices   | <input type="checkbox"/> | GP Surgery                 | <input type="checkbox"/> |
| Adult/ Children's Social Care | <input type="checkbox"/> | Other                      | <input type="checkbox"/> |

If other please specify below:

3. When you first contacted Care and Repair, were you happy with the length of time you waited to speak to someone from the team?

Very Happy	<input type="checkbox"/>	Unhappy	<input type="checkbox"/>
Happy	<input type="checkbox"/>	Very Unhappy	<input type="checkbox"/>
Neither Happy/ Unhappy	<input type="checkbox"/>		

4. How long did you wait to have your initial appointment?

Same Week	<input type="checkbox"/>	The Following Week	<input type="checkbox"/>
Within 1 Month	<input type="checkbox"/>	2 – 3 Months	<input type="checkbox"/>
Other (Please specify)			

5. How long did your enquiry take to deal with from your initial appointment through to completion?

Same Week	<input type="checkbox"/>	The Following Week	<input type="checkbox"/>
Within 1 Month	<input type="checkbox"/>	2 – 3 Months	<input type="checkbox"/>
Other (Please specify)			

6. Please tick below the areas of the service that you were satisfied with

Customer Service	<input type="checkbox"/>	The length of time it took To deal with your enquiry	<input type="checkbox"/>
The quality of response to your enquiry	<input type="checkbox"/>	The outcome of your enquiry	<input type="checkbox"/>

If you were not satisfied with any of the above, please explain what you were dissatisfied with?

7. Would you recommend the service to a friend?

Yes

☐

No

☐

If no please comment

8. Please use this section to tell us about anything else you feel has not been covered in the questionnaire?