

MAINTENANCE SATISFACTION SURVEY EMERGENCY CALL OUT SERVICE OVER THE FESTIVE PERIOD – 22/12/17 – 02/01/18

1) BACKGROUND INFORMATION

As part of the Association's on-going survey work, a satisfaction survey was conducted on MHA's In House Emergency Call - Out Service over the festive period:

- Friday 22nd December 2017 – Tuesday 2nd January 2018

2) METHODOLOGY

The methodology in collating the information was via a telephone survey to all residents who had a call out over the festive period (42 call outs in total).

The following questions were asked:

Q.1 How satisfied were you with the call out response from initial call to actual completion of the emergency repair?

Q.2 How Satisfied were you with the Quality of Repair Carried Out?

Q.3 Overall how satisfied are you with the Emergency Call Out Service provided by MHA?

3) FINDINGS

A total of 42 telephone surveys were carried out and from this 25 residents responded to the telephone survey (60%).

100% of the residents recorded they were Very Satisfied/Fairly Satisfied with the response they received and the works carried out in relation to the call out service.