

Customer Satisfaction Survey

We would be grateful if you could spare just a few minutes to complete this questionnaire. Your comments are very important to us and will help us to evaluate, plan and improve our customer service.

Please be assured that any information you may give us will be anonymous and strictly confidential and only used to support service improvements within Epsom & Ewell's Home Improvement Agency.

However, if you are happy to provide us with your details or would like to receive a response, please fill out your name and contact details on the back page.

1. How did you hear about Epsom & Ewell's Home Improvement Agency (HIA) and/or Handy Person service? *(Please tick)*

- Have used Epsom & Ewell Home Improvement Agency before
- Citizens Advice Bureau
- Local newspaper / magazine
- Other voluntary organisation
- Police
- Local Authority
- Doctor's surgery
- Friend / relative / neighbour
- Occupational Therapist
- Hospital
- Social Services
- Other *(please specify)*

2. What work did we carry out for you?

3. Did the Handy Person or contractor show you identification?

- Yes
- No

4. Did the Handy Person or contractor explain the work that was going to be done?

- Yes
- No

5. Was this information clear and easy to understand?

- Yes
- No

6. Was the Handy Person or contractor friendly and helpful?

- Always
- Sometimes
- Rarely
- Never

7. How satisfied were you with the amount of time you had to wait for the Handy Person or contractor to visit?

- Better than expected
- As expected
- Worse than expected

8. Please tell us the name of the contractor who visited?

9. To what extent do you agree with the following statements?

The service I received from Epsom & Ewell's Home Improvement Agency has meant that *(please tick as many boxes as you like)*

- I have been able to stay at home
- I feel safer/more secure in my home
- I feel more independent in my home
- I am at less risk of an accident in my home
- I have been able to get around my home more easily
- My quality of life has improved
- Other *(please specify)*

10. Your details *(optional)*

Title

First Name

Surname

Telephone Number

Email Address

Building Name and/or Flat No *(if applicable)*

House Number

Street Name

Town

Postcode

Epsom & Ewell Borough Council's Home Improvement Agency
Town Hall, The Parade, Epsom, KT18 5BY

tel: **01372 732000**

email: **HIA@epsom-ewell.gov.uk**

or visit: **www.epsom-ewell.gov.uk**

PEEL TAB AND STICK HERE TO RETURN



Handy Person Customer Satisfaction Feedback Form

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BUSINESS REPLY SERVICE
Licence No. SEA 9380

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