

Wiltshire Council



Where everybody matters

Business reply service
Licence no: SA100/2

2



**THE AREA MANAGER
WILTSHIRE COUNCIL
HOUSING MANAGEMENT
26, ENDLESS STREET
SALISBURY
SP1 1HJ**

**WILTSHIRE COUNCIL
HOUSING REPAIR SERVICE**

**HOUSING
REPAIR
ORDER NO.**

TENANT'S SATISFACTION SURVEY

Please help us to monitor and improve the repairs service by completing the questionnaire and returning the card AFTER your repair has been completed.

NO STAMP IS REQUIRED.

AREA

**JOB TO BE
COMPLETED BY:**

DESCRIPTION OF WORK

- | | | | | |
|--|-----|--------------------------|----|--------------------------|
| 1. Was the repair to your satisfaction | yes | <input type="checkbox"/> | no | <input type="checkbox"/> |
| 2. Was the Contractor tidy in his work | yes | <input type="checkbox"/> | no | <input type="checkbox"/> |
| 3. Was the Contractor polite | yes | <input type="checkbox"/> | no | <input type="checkbox"/> |
| 4. Was the repair carried out on time | yes | <input type="checkbox"/> | no | <input type="checkbox"/> |
| 5. Were the Housing staff helpful and polite | yes | <input type="checkbox"/> | no | <input type="checkbox"/> |
| 6. Were you offered an appointment | yes | <input type="checkbox"/> | no | <input type="checkbox"/> |
| 7. Was the appointment kept | yes | <input type="checkbox"/> | no | <input type="checkbox"/> |

**PLEASE TICK EITHER
YES OR NO**

**ALL COUNCIL OFFICERS
AND CONTRACTORS
WHO CARRY OUT WORK
FOR THE COUNCIL
SHOULD CARRY AN
IDENTIFICATION CARD**

If you have a repair which requires attention please telephone the following Salisbury numbers:-

434470

or

434593

OR write to your Area Manager Wiltshire Council, Housing Management, 26, Endless Street, Salisbury SP1 1HJ

INSURANCE

The council operates a household contents insurance scheme which allows you to pay your premiums weekly with your rent. Ask your Neighbourhood Manager for details - it may be cheaper than you think.

**HOUSING REPAIR ORDER
TENANT'S RECEIPT**

CONTRACTOR

AREA

REPAIR
ORDER No.

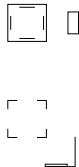
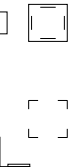
JOB TO BE
COMPLETED BY:

DESCRIPTION OF WORK

Please help us to monitor and improve the repairs service by completing and returning the satisfaction survey card AFTER the repair has been completed.

NO STAMP IS REQUIRED.

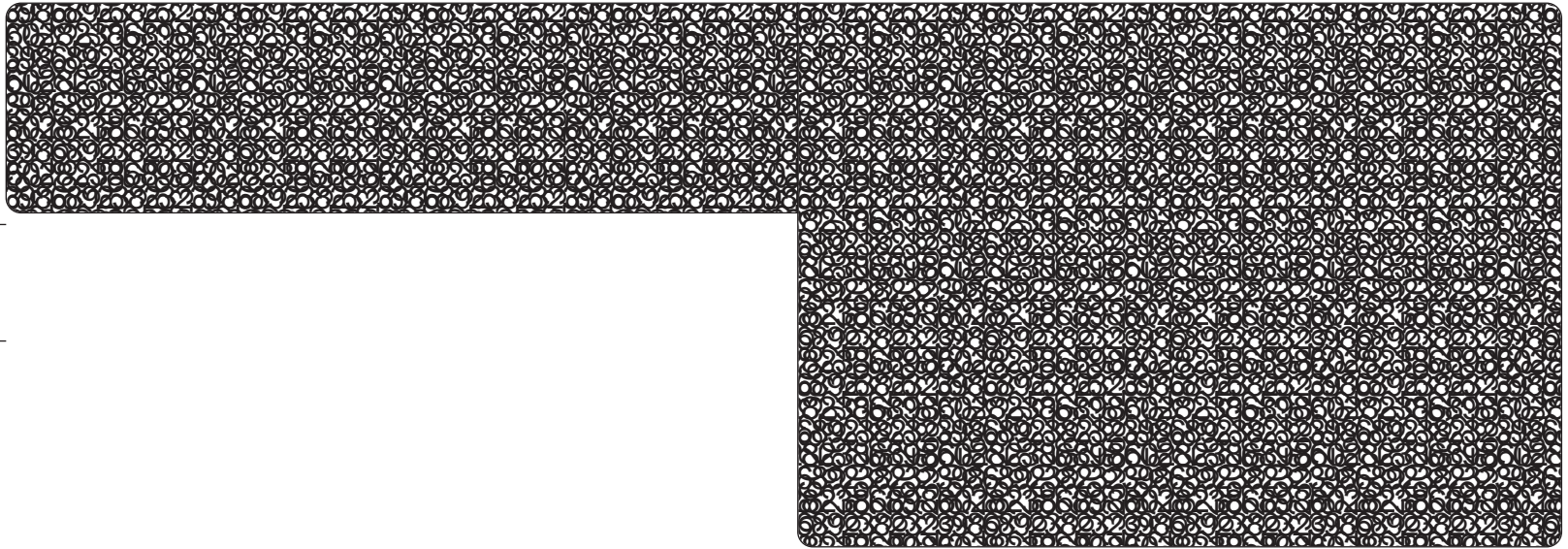
DIRECT ANY QUERIES TO YOUR REPAIRS INSPECTOR:



TO OPEN TEAR ALONG THIS PERFORATION AND PULL OUT CONTENTS

ideal forms one source 202577 one solution ☎ Christchurch (01202) 474752

IMPORTANT: THIS IS NOT A CIRCULAR
INFORMATION CONCERNING REPAIRS TO YOUR HOME ENCLOSED



If undelivered please return to:

WILTSHIRE COUNCIL

Housing Management
26 Endless Street
Salisbury
Wiltshire SP1 1HJ

Wiltshire Council
Where everybody matters



CUSTOMER SERVICE EXCELLENCE
IN HOUSING SERVICES

20257