



Annual Electrical Safety Check questionnaire - Results

Forth Housing Association Ltd
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The following is a summary of the results received from those who responded to the consultation exercise regarding the annual gas service & repair questionnaire.

Questionnaires were issued to 56 tenants .
10 questionnaires were returned.



Angela Laley
Project & Communications Co-ordinator

1. How satisfied are you with the information Forth gave you regarding this work?
(Please tick one option)

Very satisfied	Satisfied	No view	Dissatisfied	Very dissatisfied
5	5			

Comment:

Although a bit vague.

2. How satisfied are you with the information the contractor gave you regarding this work? (Please tick one option)

Very satisfied	Satisfied	No view	Dissatisfied	Very dissatisfied
4	5		1	

Comment:

They did change the date but gave plenty notice.
No information given.

3. How satisfied are you with the access arrangements made by the contractor? (Please tick one option)

Very satisfied	Satisfied	No view	Dissatisfied	Very dissatisfied
5	4		1	

Comment:

Despite contacting the Contractor twice regarding access and assurance that they would get back to me it didn't happen. This then resulted in the Housing Office having to send a letter to me again asking to contact them. The very first appointment I came back from Glasgow on the date and time stated only to find a card through my door saying that they had already called. Phoned to book day that was convenient for me.

4. How satisfied are you with the attitude/manner of the contractor? (Please tick one option)

Very satisfied	Satisfied	No view	Dissatisfied	Very dissatisfied
6	3	1		

Comment:

Contractor was in house for 10 mins.
Polite and cleared up any debris.

5. How satisfied are you with Forth's Technical services staff who co-ordinated this project? (Please tick one option)

Very satisfied	Satisfied	No view	Dissatisfied	Very dissatisfied
6	4			

Comment:

Although I am satisfied, I had arranged a suitable time (as I work shifts) for the Contractor to carry out work and felt a bit annoyed when I received a letter from Staff saying I hadn't allowed contractor in to carry out work which was not the case—anyway work done.

6. How satisfied are you with the overall quality of work carried out by the contractor? (Please tick one option)

Very satisfied	Satisfied	No view	Dissatisfied	Very dissatisfied
6	3	1		

Comment:

Nothing was really explained so unsure exactly what work was carried out.
Very nice young man—very professional.

7. Are there any improvements we could make regarding the contract or any other comments you would like to add? (Continue over the page if required)

From time to time, advance notice of check or repair is arriving late—otherwise
No problem!
Very good contractor—always very helpful.