

5

Telephone Quality Check on the Tenant Liaison Service for Improvement Works

Date & Time Address TI Name

What improvement work has been carried out?

Questions	Y/N	Comment
Did you receive a letter from the contractor giving you 21 days notice of the works that were to take place?		
Did the contractors' tenant liaison officer visit you in your home before the works took place?		
Did the tenant liaison officer show you their identification card?		
Did the Contractors use the diary sheet to sign in and out each time they visited you?		
Did you find the tenant liaison officer to be polite, helpful and well informed?		
If you had any special requirements, did the tenant liaison officer try to get them sorted out for you?		
Did the tenant liaison officer visit you on a regular basis whilst the works were taking place?		
Were the actual works carried out, the same as the original ones planned in the 21 day letter.		
Were the works completed within the original timescales given to you? If not, please state why.		

Comments and overall impression of the service received.

Overall how would you rate



(Green)



(Amber)



(Red)

Tenant Inspector Rating: **Tenant Rating:**