

Open Door Inspection Feedback

Service Area Visited (please indicate):

Estate Management

ASB

Allocations (Cole St)

Customer Service Centre (Cole St)

Resident Involvement

Supported Housing

Rents

Learning & Development (complaints)

Telephone Contact Centre (Meridian House)

Response Repairs

Empty Homes

Gas & Electrical

Improvement Works

Caretaking Section

Quality of service observed (where 5 is excellent & 1 is poor)				
1	2	3	4	<u>5</u>

Quality of customer care observed (where 5 is excellent & 1 is poor)				
1	2	3	4	<u>5</u>




What aspects of the service were you pleased with?

What aspects of the service were you unhappy with?

What improvements could be made?

If you have carried out accompanied viewings or empty homes inspections, then please detail the addresses and any comments you may have on the section below.

Addresses:

OVERALL HOW WOULD YOU RATE THE SERVICE INSPECTED:		
 <input type="text"/> (Green)	 <input type="text"/> (Amber)	 <input type="text"/> (Red)

Tenant Inspector:

Staff Member:

Date:

Forms to be returned to the Resident Involvement Team

Form updated – 17 March 09