

13

Telephone Quality Check on Repairs Service

Job Number Address TI Name & Date

What repair did you report?

Questions	Y/N	Comment
Did the repairs operative turn up within the agreed time slot?		
If no, did you receive a call to make alternate arrangements?		
Did the repairs operative introduce themselves and show their ID?		
Was the repairs operative polite?		
Did the repairs operative explain what they were going to do?		
Did the repairs operative show respect for your property?		
Was the repairs operative able to complete the job first time?		
Did the repairs operative explain what they had done?		
Did the repairs operative tidy up before leaving?		
Are you happy with the quality of the work carried out?		

Comments and overall impression of the service received.

Overall how would you rate the service you received from the Repairs Operative?

 <input style="width: 40px; height: 20px;" type="text"/> (Green)	 <input style="width: 40px; height: 20px;" type="text"/> (Amber)	 <input style="width: 40px; height: 20px;" type="text"/> (Red)
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Tenant Inspector Rating:..... Tenant Rating: