

# Repairs & Maintenance Feedback Form



We aim to provide a high quality repairs and maintenance service and to help us monitor and continually review our service. We appreciate you taking the time to let us know your views

Description of the repair requested			
Date Reported		Time Reported	

1. How satisfied were you with the way that the staff of North & East dealt with your initial reporting of your repair request?

Very Satisfied

Satisfied

Not Satisfied

Very Dissatisfied

2. Did a Housing Officer visit you in your home to inspect the nature of the work required?

YES/NO

3. Were you advised of the approximate length of time it would take to complete the work by North & East staff?

YES/NO

4. Are you satisfied with how long it took to do the job?

YES/NO

If No, please explain why?

5. Did the contractor arrange an appointment time with you prior to calling to your home? **YES/NO**  
a. And if so, did they adhere to that appointment time? **YES/NO**

6. How satisfied were you with the way the contractor conducted themselves in terms of keeping you informed of what they were doing, their workmanship, their politeness and general tidiness?

Very Satisfied

Satisfied

Not Satisfied

Very Dissatisfied

7. How satisfied were you with the quality of the work done by the contractor?

Very Satisfied

Satisfied

Not Satisfied

Very Dissatisfied

8. Has the repair issue you reported now been fully rectified?

YES/NO

9. Did a member of North & East staff contact you to find out if the work had been satisfactorily completed or to inspect the completed work?

YES/NO

10. Are there any specific things you would like to say about the work done or what could we have done better?

Tenant Name & Address

Please return this form to 287 Block G , Blanchardstown Corporate Park 2 , D15 P229  
or email it to [info@neha.ie](mailto:info@neha.ie)