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 HAIL dealt with your initial reporting of your repair request?

|  |  |  |  |
| --- | --- | --- | --- |
| Very Satisfied | Satisfied | Not Satisfied | Very Dissatisfied |
|  |  |  |  |

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

YES/NO

1. Were you advised of the approximate length of time it would take to complete the work by HAIL 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

* 1. 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 HAIL 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 |  |

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| --- |
| Please return this form to HAIL, Second Floor, Central Hotel Chambers, 7-9 Dame Court, Dublin 2  Or email it to [info@hail.ie](mailto:info@hail.ie) |