



Satisfied? Say so with our new online form

Description



traders is being compiled by the Society – and tenants have a key role to play.

Through this special form on the MMHS website, householders can share their views on repairs carried out on their homes. Their findings will make up a database of recommended contractors. Tenants are encouraged to answer the following questions:

- what date did the contractor complete the work?
- was the operative courteous?
- did the operative leave your home clean and tidy?
- would you be happy to have this contractor undertake work for you again?

Tenants are asked to rate the overall service they have received. ‘This new questionnaire will enable us to obtain “real time” responses shortly after repairs have been completed,’ said Maintenance Manager Glenn Fry.

‘The responses will help us improve the Society’s service. They’ll enable us to compile a more comprehensive database of good and reliable contractors.’

MMHS has offered a similar form before, but only for work where an order has been raised prior to works being carried out. ‘That’s been very effective in monitoring the quality of repairs,’ said Glenn.

‘But we’ve never captured this data on retrospective orders. Now we can gather tenants’ views on the repairs service provided by traders so we can maintain high satisfaction levels – and identify good and bad contractors.’

Category

1. News & reviews

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