

## Customer Satisfaction Survey

We would be grateful if you could spare just a few minutes to complete this questionnaire. Your comments are very important to us and will help us to evaluate, plan and improve our customer service.

Please be assured that any information you may give us will be anonymous and strictly confidential and only used to support service improvements within Epsom & Ewell's Home Improvement Agency.

However, if you are happy to provide us with your details or would like to receive a response, please fill out your name and contact details on the back page.

### 1. How did you hear about Epsom & Ewell's Home Improvement Agency (HIA) and/or Handy Person service? *(Please tick)*

- Have used Epsom & Ewell Home Improvement Agency before
- Citizens Advice Bureau
- Local newspaper / magazine
- Other voluntary organisation
- Police
- Local Authority
- Doctor's surgery
- Friend / relative / neighbour
- Occupational Therapist
- Hospital
- Social Services
- Other *(please specify)*

### 2. What work did we carry out for you?

### 3. Did the Handy Person or contractor show you identification?

- Yes
- No

### 4. Did the Handy Person or contractor explain the work that was going to be done?

- Yes
- No

### 5. Was this information clear and easy to understand?

- Yes
- No

### 6. Was the Handy Person or contractor friendly and helpful?

- Always
- Sometimes
- Rarely
- Never

### 7. How satisfied were you with the amount of time you had to wait for the Handy Person or contractor to visit?

- Better than expected
- As expected
- Worse than expected

### 8. Please tell us the name of the contractor who visited?

### 9. To what extent do you agree with the following statements?

The service I received from Epsom & Ewell's Home Improvement Agency has meant that *(please tick as many boxes as you like)*

- I am safer in my home
- I feel less at risks of fall in my home
- I am able to enter and leave my own home more easily
- I am less dependent on others for my care and support needs
- I am able to remain in my home/avoid a move
- I am more independent in my own home
- Following the work completed, I returned home following a hospital stay

### 10. Your details *(optional)*

Title \_\_\_\_\_

First Name \_\_\_\_\_

Surname \_\_\_\_\_

Telephone Number \_\_\_\_\_

Email Address \_\_\_\_\_

Building Name and/or Flat No *(if applicable)* \_\_\_\_\_

House Number \_\_\_\_\_

Street Name \_\_\_\_\_

Town \_\_\_\_\_

Postcode \_\_\_\_\_

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 email: **HIA@epsom-ewell.gov.uk**  
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