

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

### 2. Was the work being carried out explained to you?

- Yes  
 No

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

- Yes  
 No

### 4. Was the contractor friendly and helpful?

- Always  
 Sometimes  
 Rarely  
 Never

### 5. How satisfied were you with the work carried out?

- Better than expected  
 As expected  
 Worse than expected

### 6. Please tell us the name of the contractor and/or comment on their work:

### 7. 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  
 Other *(please specify)*

### 8. In relation to question 7, please comment:

### 9. 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 \_\_\_\_\_

Epsom & Ewell Borough Council's Home Improvement Agency  
Town Hall, The Parade, Epsom, KT18 5BY  
tel: **01372 732000**  
email: **[HIA@epsom-ewell.gov.uk](mailto:HIA@epsom-ewell.gov.uk)**  
or visit: **[www.epsom-ewell.gov.uk](http://www.epsom-ewell.gov.uk)**