

## Appendix 5 – The internal works survey form and responses

# WHQS Internal Works 2013-14 Survey Results

Number of surveys returned = 220

No.	Question
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1 Did a Tenant Liaison Officer and a Surveyor visit you?

Response	Count	%
Yes	210	95 %
No	4	2 %
Don't know	5	2 %
Unanswered	1	0 %
<b>Total</b>	<b>220</b>	

2 Did your Tenant Liaison Officer discuss how the works would affect you?

Response	Count	%
Yes	205	93 %
No	8	4 %
Don't know	5	2 %
Unanswered	2	1 %
<b>Total</b>	<b>220</b>	

3 Did the surveyor explain the plans for internal works?

Response	Count	%
Yes	202	92 %
No	12	5 %
Don't know	4	2 %
Unanswered	2	1 %
<b>Total</b>	<b>220</b>	

4 Were you given at least 10 working days notice of the start date?

Response	Count	%
Yes	171	78 %
No	40	18 %
Don't know	7	3 %
Unanswered	2	1 %
<b>Total</b>	<b>220</b>	

5 If there are elderly or vulnerable people in your home, were their needs considered?

Response	Count	%
Yes	138	63 %

No	31	14 %
Don't know	10	5 %
Unanswered	41	19 %
<b>Total</b>	<b>220</b>	

6 Did you receive enough assistance to move your furniture and appliances?

Response	Count	%
Yes	183	83 %
No	24	11 %
Don't know	4	2 %
Unanswered	9	4 %
<b>Total</b>	<b>220</b>	

7 Were you able to contact your Tenant Liaison Officer when you needed them?

Response	Count	%
Yes	179	81 %
No	27	12 %
Don't know	8	4 %
Unanswered	6	3 %
<b>Total</b>	<b>220</b>	

8 Was the work carried out between 8am & 6pm (or if outside these times was this agreed with you)?

Response	Count	%
Yes	210	95 %
No	5	2 %
Don't know	4	2 %
Unanswered	1	0 %
<b>Total</b>	<b>220</b>	

9 During the works, did we ensure you had adequate facilities for: (tick all that apply)

Response	Count	%
Washing	177	80 %
Heating	153	70 %
Cooking	141	64 %
Unanswered		
<b>Total</b>	<b>220</b>	

10 Were dustsheets or other protective coverings used in your home?

Response	Count	%
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Yes	190	86 %
No	21	10 %
Don't know	8	4 %
Unanswered	1	0 %
<b>Total</b>	<b>220</b>	

11 At the end of each day, did the workforce remove their tools or store them safely?

Response	Count	%
Yes	203	92 %
No	10	5 %
Don't know	6	3 %
Unanswered	1	0 %
<b>Total</b>	<b>220</b>	

12 Were all your services e.g. gas, electricity, phone etc, reconnected, tested and left in working order?

Response	Count	%
Yes	198	90 %
No	13	6 %
Don't know	1	0 %
Unanswered	8	4 %
<b>Total</b>	<b>220</b>	

13 Did the workforce remove: (tick all that apply)

Response	Count	%
All rubbish	184	84 %
Leave your home clean and tidy	151	69 %
Unanswered		
<b>Total</b>	<b>220</b>	

14 If we installed new heating or electrical systems did we explain how to use them?

Response	Count	%
Yes	143	65 %
No	16	7 %
Don't know	4	2 %
Unanswered	57	26 %
<b>Total</b>	<b>220</b>	

15 The way your Tenant Liaison Officer supported you?

Response	Count	%
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Very satisfied	119	54 %
Satisfied	75	34 %
Neither	6	3 %
Dissatisfied	6	3 %
Very dissatisfied	4	2 %
Unanswered	10	5 %
<b>Total</b>	<b>220</b>	

16 The quality of workmanship carried out in your home?

Response	Count	%
Very satisfied	116	53 %
Satisfied	81	37 %
Neither	5	2 %
Dissatisfied	8	4 %
Very dissatisfied	4	2 %
Unanswered	6	3 %
<b>Total</b>	<b>220</b>	

17 The quality of products and materials that we used for the work?

Response	Count	%
Very satisfied	123	56 %
Satisfied	85	39 %
Neither	3	1 %
Dissatisfied	0	0 %
Very dissatisfied	2	1 %
Unanswered	7	3 %
<b>Total</b>	<b>220</b>	

18 The range of choices that you were offered e.g. tiles, flooring, kitchen units?

Response	Count	%
Very satisfied	138	63 %
Satisfied	64	29 %
Neither	5	2 %
Dissatisfied	3	1 %
Very dissatisfied	1	0 %
Unanswered	9	4 %
<b>Total</b>	<b>220</b>	

19 The behaviour of the workforce that carried out the work?

Response	Count	%
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Very satisfied	141	64 %
Satisfied	60	27 %
Neither	1	0 %
Dissatisfied	10	5 %
Very dissatisfied	0	0 %
Unanswered	8	4 %
<b>Total</b>	<b>220</b>	

20 The way that your specific needs and requirements were met?

Response	Count	%
Very satisfied	119	54 %
Satisfied	71	32 %
Neither	7	3 %
Dissatisfied	10	5 %
Very dissatisfied	4	2 %
Unanswered	9	4 %
<b>Total</b>	<b>220</b>	

21 Overall, taking everything into consideration, how satisfied are you with the work that we carried out inside your home?

Response	Count	%
Very satisfied	133	60 %
Satisfied	64	29 %
Neither	7	3 %
Dissatisfied	7	3 %
Very dissatisfied	4	2 %
Unanswered	5	2 %
<b>Total</b>	<b>220</b>	

22 If you are dissatisfied, please can you explain why, and tell us what you think we could do better?

Response	Count	%
Text responses received	57	26 %
Unanswered	163	74 %
<b>Total</b>	<b>220</b>	

23 Is there anything else that you would like to comment upon?

Response	Count	%
Text responses received	97	44 %
Unanswered	123	56 %
<b>Total</b>	<b>220</b>	