

APPENDIX 1

Customer Satisfaction

Maldon District Council

Have you found the staff helpful?	Did staff keep to appointment times?	Were you called back within the times given times?	Did you receive sufficient information about the process and timescales involved?	Did you feel your views were listened to/taken into account by the officers when planning the works?	Were you able to understand the information sent to you throughout the process?	Do you feel that any queries raised during the grant/loan process were explained in an easy to understand and professional manner	Were you satisfied with the overall service received from the Private Sector Housing Team
Satisfaction score 100.00%	Satisfaction score 99.32%	Satisfaction score 96.45%	Satisfaction score 98.61%	Satisfaction score 99.31%	Satisfaction score 97.93%	Satisfaction score 98.60%	Satisfaction score 100.00%

Contractor[illegible]

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score 100.00%	Score 98.54%	Score 96.88%	Score 97.78%	Score 98.57%	Score 99.27%	Score 99.29%	Score 98.59%
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Do you feel the service provided met any of the following needs?

Improved your general health and wellbeing	Reduce risks of fall or injury	Increased your independence	Became less dependent on others/services/carers	Increased your confidence	Increased you security	Enabled you to remain in your home	Provided more information about other services	Helped keep your home in good repair (only application to loans)
Satisfaction Score 96.61%	Satisfaction Score 99.22%	Satisfaction Score 96.90%	Satisfaction Score 91.67%	Satisfaction Score 99.15%	Satisfaction Score 94.50%	Satisfaction Score 98.29%	Satisfaction Score 87.91%	Satisfaction Score 94.59%