

Care & repair

Feedback questionnaire



Please complete the questionnaire and return to the following address. If you need help completing the form ring the telephone number below:

Origin Housing Care & Repair, 8 Nora Leverton Court
Randolph Street, London NW1 0TS
Telephone 020 7284 5473

Name
Address

All information provided will be treated as confidential

**origin** HOUSING

SPH Housing is now trading as Origin Housing

**Every month we raffle £10 shopping vouchers amongst the returned questionnaires.
By completing this form you will get a chance of winning one of these.**

Feedback

1. How would you rate our help with?

a. Applications & filling forms

Excellent

Good

Average

Poor

b. Getting builder's estimates

Excellent

Good

Average

Poor

c. Finding funds to pay for the works

Excellent

Good

Average

Poor

d. Dealing with the contractor

Excellent

Good

Average

Poor

2. How would rate the appointed contractor?

a. Speed of works

Excellent

Good

Average

Poor

b. Tidiness

Excellent

Good

Average

Poor

c. Quality

Excellent

Good

Average

Poor

d. Attitude

Excellent

Good

Average

Poor

3. How would you rate the overall service you received from Care & Repair?

Excellent

Good

Average

Poor

4. Has the works carried out resolved your problem?

Yes

No

Being informed

1. Generally speaking, how well do you think Origin Housing Care & Repair keeps you informed?

- Very well
- Quite well
- Satisfactorily
- Not well

Being consulted

1. Do you feel that Origin Housing Care & Repair takes your views on board?

- Always
- Sometimes
- Never

Getting involved and being empowered

1. Would you like to have the opportunity to be actively involved in the Care & Repair Customer Forum?

- Yes
- No

2. How can Origin Housing Care & Repair support you to be more involved?

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3. Have you any comments or suggestions to make regarding our service?

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If you would like this document in large print, braille, CD or on tape please contact your area office.

If you need this document translated please contact your area office.

এই ডকুমেন্ট (প্রমাণপত্র) যদি আপনার অনুবাদ করানোর প্রয়োজন হয় তাহলে আপনার এরিয়া অফিস, স্কিম ম্যানেজার অথবা সাপোর্ট ওয়ার্কাকে অনুগ্রহ করে যোগাযোগ করুন।

Bengali

如果你需要我們把本文件翻譯成中文，請向就近的地區辦事處、計劃經理 (Scheme Manager) 或支援員工 (Support Worker) 提出要求。

Cantonese

Εάν χρειάζεστε μετάφραση αυτού του εγγράφου, παρακαλούμε να επικοινωνήσετε με το γραφείο της περιοχής σας ή το Διευθυντή Προγράμματος ή τον Υπεύθυνο Υποστήριξης.

Greek

Haddii aad u baahan tahay in dokumentigaan lagu turjimo fadlan la xiriir sarkaalka aaggaaga, Maamulaha Nidaamka (Scheme Manager) ama Hawlwadeenka Taageerida (Support Worker).

Somali

Si necesita la traducción de este folleto, póngase en contacto con la oficina de su zona, con el Gerente de la Urbanización o con el Trabajador de Apoyo.

Spanish

Bu dökümanın tercüme edilmesine ihtiyacınız varsa, lütfen yöre ofisinizin Proje Yöneticisi veya Destek Memuru'yla temas kurun.

Turkish

إذا أردت ترجمة لهذه الوثيقة، فيرجى الاتصال بمدير البرنامج أو موظف الدعم في مكتب المنطقة التابع لك.

Arabic

ئەتەر وىستت ئەم بەلپەنامەيەت بۇ تەرجومە بکرىت تکايە تەيوەندى بکە بە بەريۆبەرى تروپرام ياخود بە کارکەرى تىشتپىرى لە ئوفيسى سەر بە ناوۆىکەت

Kurdish

اس کتابچے کا ترجمہ اگر آپ کو درکار ہو تو برائے مہربانی اپنے ایریا آفس کے اسکیم مینیجر یا سپورٹ ورکر سے رابطہ کریں۔

Urdu