

NPS/P&M/AK/80095
Direct Dial (01603) 222557

Dear

**Customer Satisfaction Questionnaire
Building Maintenance Service**

NPS has an ongoing policy of monitoring customer satisfaction and as part of this we regularly seek comments from our customers on the services we provide.

To assist us in this respect we would be obliged if you could spare a few minutes to complete and return the attached Building Maintenance questionnaire, after which all responses will be analysed to identify any areas where our service to you could be improved.

Our Help Desk Service has been operating for some time now, to service BMPP members, and whilst we do not wish to burden you with yet another questionnaire, we would appreciate any feedback which you could provide in respect of this new service. Accordingly we are including a separate questionnaire regarding this service, and would be most grateful if you could return it with the main questionnaire.

We thank you in advance for your assistance.

A stamped addressed envelope is enclosed for return within 3 weeks of the above date.

Yours sincerely
For and on behalf of NPS

Anne Kay
Performance and Marketing Officer

Building Maintenance HELPDESK QUESTIONNAIRE



Property Consultants Limited

To:

We would be grateful if you could spare the time to complete the following questionnaire regarding our HelpDesk facility.

- | | | | | |
|---|--------------------|------------|-----------------|------------|
| 1 Do you use the Helpdesk regularly? | YES | NO | | |
| 2 How beneficial do you find the Helpdesk? | Very
beneficial | Beneficial | Some
benefit | No benefit |
| 3 In general terms how would you rate the Helpdesk? | Very
poor | Poor | Good | Excellent |
| 4 How would you rate the operator/s who you deal with on the Helpdesk? | Very
poor | Poor | Good | Excellent |
| 5 How would you rate the contractors who we select for you on the Helpdesk? | Very
poor | Poor | Good | Excellent |

- 6 Are there any specific companies that you have difficulties with?

- | | | | | |
|--|--------------|------|------|-----------|
| 7 How efficient is our service in delivering your confirmation order? | Very
poor | Poor | Good | Excellent |
| 8 How would you rate our performance in dealing promptly with your messages left on the Helpdesk answer machine? | Very
poor | Poor | Good | Excellent |

- 9 If you are not using the Helpdesk it would be very helpful to us if you could indicate the reasons why?

- 10 If you have any other comments which you think would help us to provide a better Helpdesk service, please feel free to write them below or on the back of this questionnaire.

Please return this form no later than **3 weeks from date of receipt.**

**To: Anne Kay, Performance & Marketing Officer
NPS, County Hall, Martineau Lane, Norwich, NR1 2SF**

If you would like more information on the Helpdesk, please do not hesitate to ring us on 0800 0858592, or email helpdesk.nps@central.norfolk.gov.uk

Building Maintenance Work Programmed & Reactive

CLIENT SATISFACTION QUESTIONNAIRE



*(This questionnaire relates to the ongoing **Building Maintenance Services** which you receive from our area office at: **Name** We would appreciate feedback on the professional services provided by your **Building Surveyor: Name** in section 1 (NPS Building Maintenance Service), and on the general administration and response service from the office as a whole in section 2. Section 3 deals with the performance received from the contractors.*

- *This questionnaire forms part of an annual survey, but if you have any immediate concerns, please contact your building surveyor as soon as possible.*
- *The questionnaire does not include larger projects such as new build, refurbishments, extensions etc, which will be dealt with separately.*

CLIENT :

Date questionnaire sent :

Please let me know how you rate our professional services and the performance of our contractors on any Building Surveying work done during the past year? Please respond by circling the appropriate number from 4 to 1 in the boxes below i.e.

4: Strongly Agree (Very Good)

3: Generally Agree (Good)

2: Generally Disagree (Poor)

1: Strongly Disagree (Very Poor)

Section 1 NPS BUILDING MAINTENANCE SERVICE

- | | | | | | |
|--|--|---|---|---|---|
| 1. Did you receive a prompt acknowledgement of your instructions, from NPS? | <table border="1" style="display: inline-table; border-collapse: collapse;"> <tr> <td style="width: 25px; height: 20px; text-align: center;">4</td> <td style="width: 25px; height: 20px; text-align: center;">3</td> <td style="width: 25px; height: 20px; text-align: center;">2</td> <td style="width: 25px; height: 20px; text-align: center;">1</td> </tr> </table> | 4 | 3 | 2 | 1 |
| 4 | 3 | 2 | 1 | | |
| 2. Did NPS give you a clear indication of when work which you have requested, can realistically be carried out? | <table border="1" style="display: inline-table; border-collapse: collapse;"> <tr> <td style="width: 25px; height: 20px; text-align: center;">4</td> <td style="width: 25px; height: 20px; text-align: center;">3</td> <td style="width: 25px; height: 20px; text-align: center;">2</td> <td style="width: 25px; height: 20px; text-align: center;">1</td> </tr> </table> | 4 | 3 | 2 | 1 |
| 4 | 3 | 2 | 1 | | |
| 3. Were you kept fully informed by NPS of progress on matters which you had referred to them? | <table border="1" style="display: inline-table; border-collapse: collapse;"> <tr> <td style="width: 25px; height: 20px; text-align: center;">4</td> <td style="width: 25px; height: 20px; text-align: center;">3</td> <td style="width: 25px; height: 20px; text-align: center;">2</td> <td style="width: 25px; height: 20px; text-align: center;">1</td> </tr> </table> | 4 | 3 | 2 | 1 |
| 4 | 3 | 2 | 1 | | |
| 4. Did you receive the service you expected? | <table border="1" style="display: inline-table; border-collapse: collapse;"> <tr> <td style="width: 25px; height: 20px; text-align: center;">4</td> <td style="width: 25px; height: 20px; text-align: center;">3</td> <td style="width: 25px; height: 20px; text-align: center;">2</td> <td style="width: 25px; height: 20px; text-align: center;">1</td> </tr> </table> | 4 | 3 | 2 | 1 |
| 4 | 3 | 2 | 1 | | |
| 5. Were all NPS staff professional and competent? | <table border="1" style="display: inline-table; border-collapse: collapse;"> <tr> <td style="width: 25px; height: 20px; text-align: center;">4</td> <td style="width: 25px; height: 20px; text-align: center;">3</td> <td style="width: 25px; height: 20px; text-align: center;">2</td> <td style="width: 25px; height: 20px; text-align: center;">1</td> </tr> </table> | 4 | 3 | 2 | 1 |
| 4 | 3 | 2 | 1 | | |
| 6. Were all NPS staff helpful and polite? | <table border="1" style="display: inline-table; border-collapse: collapse;"> <tr> <td style="width: 25px; height: 20px; text-align: center;">4</td> <td style="width: 25px; height: 20px; text-align: center;">3</td> <td style="width: 25px; height: 20px; text-align: center;">2</td> <td style="width: 25px; height: 20px; text-align: center;">1</td> </tr> </table> | 4 | 3 | 2 | 1 |
| 4 | 3 | 2 | 1 | | |
| 7. Are you happy with the level of visits which you receive from your Building Surveyor. As a guide, residential homes should receive an average of four visits per annum, fire stations and libraries – two visits per annum, BMPP schools: with under 100 pupils – once per term, with over 100 pupils - twice per term, secondary schools with over 500 pupils – four times per term. | <table border="1" style="display: inline-table; border-collapse: collapse;"> <tr> <td style="width: 25px; height: 20px; text-align: center;">4</td> <td style="width: 25px; height: 20px; text-align: center;">3</td> <td style="width: 25px; height: 20px; text-align: center;">2</td> <td style="width: 25px; height: 20px; text-align: center;">1</td> </tr> </table> | 4 | 3 | 2 | 1 |
| 4 | 3 | 2 | 1 | | |
| 8. Do NPS staff make appointments or visit the premises at times which are convenient for your establishment? | <table border="1" style="display: inline-table; border-collapse: collapse;"> <tr> <td style="width: 25px; height: 20px; text-align: center;">4</td> <td style="width: 25px; height: 20px; text-align: center;">3</td> <td style="width: 25px; height: 20px; text-align: center;">2</td> <td style="width: 25px; height: 20px; text-align: center;">1</td> </tr> </table> | 4 | 3 | 2 | 1 |
| 4 | 3 | 2 | 1 | | |

- | | | | | | |
|----|--|---|---|---|---|
| 9 | Do NPS monitor contractor's work adequately? | 4 | 3 | 2 | 1 |
| 10 | Do you feel that we value your custom? | 4 | 3 | 2 | 1 |

Section 2 NPS ADMINISTRATION

- | | | | | | |
|----|--|---|---|---|---|
| 11 | Was written correspondence dealt with efficiently? | 4 | 3 | 2 | 1 |
| 12 | Were telephone enquiries dealt with efficiently, and phone calls returned? | 4 | 3 | 2 | 1 |
| 13 | Did the NPS invoices contain sufficient information for your requirements? | 4 | 3 | 2 | 1 |
| 14 | Do you feel that NPS has adequate arrangements for dealing with emergencies? | 4 | 3 | 2 | 1 |

If you have given a low score for any of the above questions in sections 1 and 2, it would be helpful if you could give specific examples of why performance in that particular area was unsatisfactory. Please attach a separate sheet if the space below is insufficient.

Section 3 CONTRACTOR'S PERFORMANCE

- | | | | | | |
|----|--|---|---|---|---|
| 15 | Was work carried out promptly and to agreed timescale? | 4 | 3 | 2 | 1 |
| 16 | How good was the overall quality of the service provided by the contractors? | 4 | 3 | 2 | 1 |
| 17 | Did the contractors carry out the work in a way which did not present any safety hazards to the occupants of the building? | 4 | 3 | 2 | 1 |
| 18 | Did the contractors conduct themselves in a responsible manner? | 4 | 3 | 2 | 1 |
| 19 | Assuming that you are aware of their charges, do you feel that the contractors work represents value for money? | 4 | 3 | 2 | 1 |
| 20 | Do contractors seem aware of the nature of your establishment, and try to adapt their working practices to accommodate any particular problems/needs inherent in your establishment? | 4 | 3 | 2 | 1 |

If you have given a low score for any of the questions in the above section, it would be helpful if you could give specific examples of why performance in that particular area was unsatisfactory. Please attach a separate sheet if the space below is insufficient.

Do you have any other suggestions on how NPS could improve the service provided for you

Thank you for your help. This information helps us to measure our success in meeting customer needs. If you have any comments to make about this or any other property-related service supplied by NPS, please let us know.

Signed	Position
	Tel. No
PRINT NAME	Date

Please return this form no later than **3 weeks from date of receipt.**

To: Anne Kay, Performance & Marketing Officer
NPS, County Hall, Martineau Lane, Norwich, NR1 2SF

Direct Dial: (01603) 222557
Direct Fax: (01603) 222280
E-mail: anne.kay.nps@norfolk.gov.uk

PM/CAK/AJH/80095

«Address»

16 October 2002

Dear Sir/Madam

NPS Help Desk

NPS has established a help desk recently for the benefit of Education BMPP members, Social Services, Libraries and Museums establishments, and it would be very useful if you could provide comments and feedback on this service in order that we may improve the way in which this facility operates, if appropriate.

Accordingly I attach a questionnaire, together with a stamped addressed envelope, and would be most grateful if you could return it within 3 weeks of receiving the questionnaire.

Yours faithfully
for and on behalf of
NPS Property Consultants Ltd

Mrs Anne Kay
Performance and Marketing Officer