

# People Select Committee

## DFG Customer Feedback

27<sup>th</sup> September 2024

The information below is from feedback from customers who have had an adaptation installed between July to Sept 2024. 24 Completed, 9 did not return the survey.

Month	Address	Standard of information & communication prior to works commencing	Standard of communication & updates received throughout the works	Appearance and conduct of staff	Standard of workmanship	Quality of works on completion	Service overall	Did staff present identification	Comments	
Jul-24	72 BC	10	10	10	10	10	10	Yes	Very professional, very approachable. Couldn't ask for a better service. Thank you so much for improving my family's quality of life!	
Jul-24	3 CR	10	10	10	10	10	10	Yes	Staff worked well and easy to talk to. They've done a great job.	
Jul-24	19 MC	10	10	10	10	10	10	Yes	There have done a great job. I am over the moon about it.	
Jul-24	1 SC	10	10	10	10	10	10	Yes	Workmen were excellent, respectful, kind, always cleaned up after themselves too. Lovely bunch of workmen you would want to do work in your home anytime.	
Jul-24	103 DR	10	10	10	10	10	10	Yes	The lads were absolutely excellent in every aspect.	
Jul-24	37 CR	-	-	-	-	-	-	-	survey not returned	
Jul-24	45 WR	-	-	-	-	-	-	-	survey not returned	
Jul-24	12 BC	-	-	-	-	-	-	-	survey not returned	
Jul-24	82 VW	-	-	-	-	-	-	-	survey not returned	
Jul-24	43 MS	8	9	10	10	10	10	Yes		
Jul-24	22 SC	10	10	10	10	10	10	Yes		
Aug-24	38 AW	-	-	-	-	-	-	-	survey not returned	
Aug-24	22 CR	-	-	-	-	-	-	-	survey not returned	
Aug-24	155 DL	10	10	10	10	10	10	Yes	I found the two employees you sent here were very professional, well mannered and a great asset to your company. Many thanks.	
Aug-24	74 SR	10	10	10	10	10	10	Yes		
Aug-24	9 SW	-	-	-	-	-	-	-	survey not returned	
Aug-24	3 NR	10	10	10	10	10	10	Yes	Fantastic people, brilliant workmen. Thank you so very much.	
Aug-24	11 WA	10	10	10	10	10	10	Yes	Liam explained what he was going to do each day, all the lads were brilliant, nothing was too much trouble for them, asking if there was anything else.	
Sep-24	58 SS	10	10	10	10	10	10	Yes	Polite, respectful, tidy.	
Sep-24	60 NS	-	-	-	-	-	-	-	survey not returned	
Sep-24	27 RR	10	10	10	10	10	10	Yes		
Sep-24	9 OR	-	-	-	-	-	-	-	survey not returned	
Sep-24	5 SC	10	10	10	10	10	10	Yes	Excellent workmanship, very polite and job done to excellent standard.	
Sep-24	47 LG	10	10	10	10	10	10	Yes	The bathroom looks gorgeous. The lads were very professional, lovely to speak to, listened to what you wanted. An excellent job by all involved.	
									<b>Comments received via other methods:</b>	
								Sep-24	23 QA	Could not clean myself before I now shower up to 7 times a day
								Sep-24	12GC	My husband has bone cancer and is terminally ill, he was really struggling with pain, the equipment has helped him so much, we are very grateful, he no longer is panting to get his breath