

People Select Committee DFG Customer Feedback

4th November 2024

The information below is from feedback from customers who have had an adaptation installed between April to Sept 2024. 52 Completed, 19 did not return the survey.

Month	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
Apr-24	10	10	10	10	10	10	Yes	Outstanding workmanship, awesome work man, first rate.
Apr-24	-	-	-	-	-	-	-	survey not returned
Apr-24	-	-	-	-	-	-	-	survey not returned
Apr-24	8	7	8	8	9	8	Yes	All good.
Apr-24	10	10	10	10	10	10	Yes	
Apr-24	-	-	-	-	-	-	-	survey not returned
Apr-24	-	-	-	-	-	-	-	survey not returned
Apr-24	10	10	10	10	10	10	Yes	All the boys were great, and my finished bathroom is fantastic. Thank you.xx
Apr-24	-	-	-	-	-	-	-	survey not returned
Apr-24	10	10	10	10	10	10	Yes	Work was done by a great crew, very polite and friendly. Well done to your men. Also cleaned and very respectful.
May-24	10	10	10	10	10	10	Yes	
May-24	10	10	10	10	10	10	Yes	If I could recommend them then I would. Can't praise them enough. Excellent work and I'm extremely happy.
May-24	-	-	-	-	-	-	-	survey not returned
May-24	10	10	10	10	10	10	Yes	Very friendly and very clean! Cleaned up every day. Accommodating of adjustment we wanted to make. Amazing guys!
May-24	-	-	-	-	-	-	-	survey not returned
May-24	-	-	-	-	-	-	-	survey not returned
May-24	10	10	10	10	10	10	Yes	Very pleased with work.
May-24	-	-	-	-	-	-	-	survey not returned
May-24	10	10	10	10	10	10	Yes	Every workman that came to my house were friendly and professional. The one lad who worked through the whole job (Mark), was fantastic, very helpful and kept me up to date on everything.
May-24	9	10	10	10	10	10	Yes	
Jun-24	10	10	10	10	10	10	Yes	They are good squad of men. Am over the moon with all done and so friendly.
Jun-24	10	10	10	10	10	10	Yes	All were 100%
Jun-24	10	10	10	10	10	10	Yes	Would like to say thank ou to everyone who help put my new bathroom in. Really friendly and helpful.
Jun-24	10	10	10	10	10	10	Yes	Excellent lads, really. Pleasure to have them.
Jun-24	-	-	-	-	-	-	-	survey not returned

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Jun-24	10	10	10	10	10	10	Yes	Also received telephone call from customer to say a huge thank you to the whole team of all of our efforts and to let us know what a difference this has made to her life. She felt at ease during the works as the lads made her feel part of the process, kept her informed, were polite, friendly and approachable. She is delighted with the look of her new bathroom.
Jul-24	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	10	10	10	10	10	10	Yes	Staff worked well and easy to talk to. They've done a great job.
Jul-24	10	10	10	10	10	10	Yes	There have done a great job. I am over the moon about it.
Jul-24	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	10	10	10	10	10	10	Yes	The lads were absolutely excellent in every aspect.
Jul-24	-	-	-	-	-	-	-	survey not returned
Jul-24	-	-	-	-	-	-	-	survey not returned
Jul-24	-	-	-	-	-	-	-	survey not returned
Jul-24	-	-	-	-	-	-	-	survey not returned
Jul-24	8	9	10	10	10	10	Yes	
Jul-24	10	10	10	10	10	10	Yes	
Aug-24	-	-	-	-	-	-	-	survey not returned
Aug-24	-	-	-	-	-	-	-	survey not returned but feedback during handover was 'they were brilliant' (email from G Hawkins 16/08/2024)
Aug-24	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	10	10	10	10	10	10	Yes	
Aug-24	-	-	-	-	-	-	-	survey not returned
Aug-24	10	10	10	10	10	10	Yes	Fantastic people, brilliant workmen. Thank you so very much.
Aug-24	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	10	10	10	10	10	10	Yes	Polite, respectful, tidy.
Sep-24	-	-	-	-	-	-	-	survey not returned
Sep-24	10	10	10	10	10	10	Yes	
Sep-24	-	-	-	-	-	-	-	survey not returned
Sep-24	10	10	10	10	10	10	Yes	Excellent workmanship, very polite and job done to excellent standard.
Sep-24	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.
Sep-24								Not yet returned.
Sep-24	10	10	10	10	10	10	Yes	Excellent service