



www.cx-feedback.co.uk

Repairs Feedback survey

Information and Examples

Repairs Feedback Survey

What is the purpose of the survey?

The purpose of this survey is to get feedback from the tenants after a repair happened at their homes. Depending on the survey, you will be able to monitor a lot of indicators such as the Overall Quality of the Housing Association Repairs Service, the Quality of Work from the contractor, or the Ease of Reporting the Repair.

What triggers the survey?

The works order being reported as Closed in the Housing Management System is what we use as the trigger to send out the survey. The standard process is to gather during the night all the closed working orders from the previous day, or to check every hour for a more real-time survey.

What information do you need in the initial data?

The minimum data that are needed to run the survey are:

- Works Order number or Job Number.
- Closing date of the Works Order.
- Contact details of the tenant or of the person who reported the repairs.

In order to have a better understanding of the results and to get insightful information, we would recommend adding the following data as well:

- Trade.
- Type of Work.
- Contractor reference or name.
- Repairs Manager.

Finally, you may also consider the following fields:

- Short Description of the Repair.
- Priority.
- Other Address details (Area, Block, floor, etc...).
- Other Tenant details (Gender, Age, etc...).

Example Survey

1. How satisfied are you with the time you waited for the repair to be carried out? (From reporting the issue to the date of works)

- Very Satisfied
- Satisfied
- Neither Satisfied nor Dissatisfied
- Dissatisfied
- Very Dissatisfied

2. Did the contractor arrive at the appointed date?

- Yes
- No

3. How satisfied were you with the quality of the work carried out?

- Very Satisfied
- Satisfied
- Neither Satisfied nor Dissatisfied
- Dissatisfied
- Very Dissatisfied



Idea : Optional Photo Question

Consider using the **Skip logic** to add an optional question only if the tenant answers unsatisfied to the question above.

In this case we can invite the tenant to take some photos of the repair and provide a text description. Seeing the photos of a repair “issue” can often instantly show the problem that may have been difficult to explain over the phone or in text.

- Photo of the repair
- Text Description of “Why Dissatisfied”

Escalation Rules

Consider using the escalation rules to immediately email the repairs manager with dissatisfied repairs. If photos are provided by the tenant this can allow the repairs manager to make better decisions on how to react, be quicker to respond and reduce the number of visits required as the photos more clearly show the problem.

4. How satisfied were you with the politeness and professionalism of the contractor that visited you home?

- Very Satisfied
- Satisfied
- Neither Satisfied nor Dissatisfied
- Dissatisfied
- Very Dissatisfied

5. Taking everything in consideration, how satisfied are you with the AnyCo Homes Repairs service?

- Very Satisfied
- Satisfied
- Neither Satisfied nor Dissatisfied
- Dissatisfied
- Very Dissatisfied

6. Please let us know below if you have any comments relating to this repair?

Optional Questions

Did we resolve the issue on the first visit? Y/N

Did the operative show ID? Y/N

**How satisfied or dissatisfied are you with how clean and tidy the operative left your home?
Satisfied to Dissatisfied.**

Additional requests for comments on any of the other questions can be advisable in some situations.

Survey Invites examples

SMS Invite

Hi John, following your recent AnyCo HA repair (WO R25123), please let us know how it went so we can improve our services. There are 6 questions and it should take less than 2 minutes.
<https://cxfb.co.uk/cx/abc-abc2>

Using a works order number or a job description in the invite message can avoid confusion on which repair the tenant is reviewing.

SMS Reminder

Hi John, just a quick reminder that we're waiting to hear your feedback about your recent repair
<https://cxfb.co.uk/cx/abc-abc2>

Email Invite

CX-Feedback

Hi John,

Following your recent AnyCo HA repair (WO R25123: Window replacement), please let us know how it went so we can improve our services. There are 6 questions and it should take less than 2 minutes.

[Start the Survey](#)

This email has been sent to you by CX-Feedback, run by Target Applications Ltd on behalf of AnyCo Housing Association Ltd

Email Reminder

CX-Feedback

Hi John,

Following your recent AnyCo HA repair (WO R25123: Window replacement), we are still waiting to hear your feedback. Please click the button below to fill in the 6 questions. It should take less than 2 minutes.

[Start the Survey](#)

This email has been sent to you by CX-Feedback, run by Target Applications Ltd on behalf of AnyCo Housing Association Ltd

What to Expect?

If you are prioritising the sending of SMS over email, you can expect between a **15%** and **20%** response rate with only the original invite. If you are also sending reminders, you can expect a final response rate of **25%** to **30%**.

We would recommend making the invites as specific and individualised as possible. In our example, we used the tenant's first name and the Work Order number. You could also use the name of the contractor or even a small description of the repairs to be done.