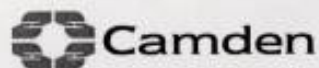


Date: February 2011



Investment Strategy Group
Housing & Adult Social Care
London Borough of Camden
33/35 Jamestown Road
London NW1 7DB

The resident
Flat
Mexborough
Pratt Street
London
NW1 0BL

Tel 020 7974 5251
Fax 020 7916 2010
Email: mark.biddle@camden.gov.uk
Web: www.camden.gov.uk

Dear resident,

Internal works – satisfaction with works one year later

A year ago we carried out internal works to your property.

Now that you have had a chance to live with the changes we made we would like to hear how satisfied you are with the finished product and service provided to you.

Please take the time to complete the enclosed survey. Your feedback is vital in helping us improve how we deliver internal works.

Please return the survey to us by 18 March 2011 using the freepost envelope enclosed with this letter. Your survey will be entered into a prize draw to win £50 in high street vouchers!

Yours faithfully,

Mark Biddle
Business Improvement Officer

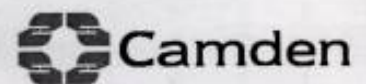
Internal works

Satisfaction with products – one year later

Now that you have had a chance to live with the internal work that we did around a year ago, please fill in this survey to tell us how satisfied you are.

We will use your responses to assess the satisfaction with the quality of the products used and any defects you may have had.

Please return this questionnaire to Mark Biddle using the freepost envelope provided by 18 March.



Name:.....
 Address:.....
 Telephone number:.....
 Email address:.....

Section 1 – How satisfied are you with your new or repaired kitchen, bathroom, heating and / or electrics?

Please only complete the sections that are relevant to the work to your home. If an element of work is not relevant then please leave the section blank. Please score the question by putting a circle around number the relevant box, where "1" is very dissatisfied, "5" is neither satisfied nor dissatisfied and "10" is very satisfied.

Kitchen work (only fill this out if work was done to the kitchen)

Q1: How satisfied are you with the quality of the new kitchen cupboards?										
1	2	3	4	5	6	7	8	9	10	
Q2: How satisfied are you with the quality of the worktop?										
1	2	3	4	5	6	7	8	9	10	
Q3: How satisfied are you with the quality of the new sink and taps?										
1	2	3	4	5	6	7	8	9	10	
Q4: How satisfied are you with the quality of the new flooring?										
1	2	3	4	5	6	7	8	9	10	
Q5: How satisfied are you with the quality of the decorations?										
1	2	3	4	5	6	7	8	9	10	
Q6: How satisfied are you with the layout of the new kitchen?										
1	2	3	4	5	6	7	8	9	10	
Q7: How satisfied are you overall with your new kitchen?										
1	2	3	4	5	6	7	8	9	10	

Bathroom work (only fill this out if work was done to the bathroom)

Q8: How satisfied are you with the quality of the new bath?										
1	2	3	4	5	6	7	8	9	10	
Q9: How satisfied are you with the quality of the new wash hand basin?										
1	2	3	4	5	6	7	8	9	10	
Q10: How satisfied are you with the quality of the new WC?										
1	2	3	4	5	6	7	8	9	10	
Q11: How satisfied are you with the quality of the decorations?										
1	2	3	4	5	6	7	8	9	10	
Q12: How satisfied are you overall with your new bathroom?										
1	2	3	4	5	6	7	8	9	10	

Heating work (only fill this out if work was done to the heating system)

Q13: How satisfied are you with the instructions you were given about how to use your new heating system?										
1	2	3	4	5	6	7	8	9	10	
Q14: How satisfied are you with the quality of the new boiler?										
1	2	3	4	5	6	7	8	9	10	
Q15: How satisfied are you with operating your new boiler controls and thermostat?										
1	2	3	4	5	6	7	8	9	10	
Q16: How satisfied are you overall with your new heating system?										
1	2	3	4	5	6	7	8	9	10	

Electrical work (only fill this out if work was done to the wiring)

Q17: Are you satisfied with the layout and positioning of the new electrical fittings?

1	2	3	4	5	6	7	8	9	10
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Q18: How satisfied are you overall with the quality of the electrical fittings?

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

Section 2 – Have you needed to report a problem with the work after it was done or are there any outstanding problems?

Please complete this section to tell us about problems you had to report about the new or repaired kitchen, bathroom, heating and / or electrics, after the work was complete.

Please also let us know about any outstanding repairs or problems with the new or repaired kitchen, bathroom, heating and / or electrics so that we can put them right.

Q19: Have you needed to report a repair to the new or repaired kitchen, bathroom, heating and / or electrics, after the work was complete?

Yes No

Q20: If you answered "yes" to Q19 please indicate what needed to be repaired:

Kitchen Bathroom
 Heating system Electrical system

Q21: If you answered "yes" to Q19 please indicate who you reported the repair to:

Camden repairs contact centre Lakehouse/Apollo

Q22: If you answered "yes" to Q19 please indicate how satisfied you are with the repair: 1" is very dissatisfied, "5" is neither satisfied nor dissatisfied and "10" is very satisfied.

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

Please use this space to make any comments about any of the work. You can also use it to let us know about any outstanding repairs.

Signed _____ Dated _____

We may contact you to discuss the work or to find out if you would like to take part in monitoring our services. Please tick this box if you do not want to be contacted.

Service users monitoring form

Camden has an equal opportunities policy which means that we try to make sure that everyone finds it easy to use our services and has an equal opportunity to work for us. We do not allow unlawful or unfair discrimination on the grounds of disability, gender, marital status, age, sexuality, race, colour, religion and national or ethnic origin. We ask you to provide the details below so that we can monitor that we are treating everyone fairly. All the information collected is treated in absolute confidence and in line with the 1998 Data Protection Act.

Your gender:

Male

Female

Your age band:

16-24

25-45

46-65

65 and above

Are you a leaseholder?

Yes

No

Disability:

Do you consider yourself to have a disability as defined by the Disability Discrimination Act 1995? e.g. a physical and/or mental impairment, which has a large and long-term effect on your ability to do day-to-day things.

Yes

No

Your ethnic group:

White:

White British

Any other white background

White Irish

Asian or Asian British:

Indian

Pakistani

Bangladeshi

Any other Asian background

Mixed:

White and Black Caribbean

White and Black African

White and Asian

Any other mixed background

Black or Black British:

Caribbean

Any other Black African background

Somali

Any other Black background

Chinese or other ethnic group:

Chinese

Any other group

Do not wish to answer