

PROGRAMME WORKS SATISFACTION

80.7%



Satisfied with how we communicated and kept them updated

I was a little disappointed that I had to find out about the work that was planned to be carried out from Gasworks. I had to call Orwell to check it was correct.

77.3%



Satisfied with the overall quality of work

The finish wasn't good and we got told someone would come back to make good and no one came.

86.4%



Satisfied with attitude and respectfulness of the operative/contractor

It was absolutely brilliant. One man by himself came and did a brilliant job and explained things, think he was called Ben

78.4%



Satisfied with the tidiness of the operative/contractor

The workmen were all very pleasant & did their best to tidy up afterwards.

79.5%



Satisfied with the overall service

The service was excellent and the young man was very considerate of my concerns and carried out a thorough job.

38.0%



88 customers responded to the survey



43 responses for Gasway

42 responses for A&B Glass Asset/Fineline

3 responses for Ventro

KEY ISSUES



The quality of works:

1. Painting poor and messy.
2. Quality of fixtures is poor.



Communication:

1. Lack of communication from Orwell prior to work starting.
2. Non-attendance when issues raised.



Planning:

1. Inefficient and poor planning of works.
2. Trying to do the job too quickly.



Other:

1. Unsuitability of works (but since rectified).
2. Outstanding works.
3. Poor attitude of operatives.
4. Gasway had the lowest satisfaction levels of the 3 contractors



Net Zero and Compliance:

1. Length of time to complete installation, missed appointments, lack of communication from Orwell and contractor and works have caused re-decoration for tenant.
2. Failed gas safety appointments.