







Name		Contractor				
Address		Contract				
Contact Details		Date		FCC Initials	TLO REW	
Before the Works Started:						
1	How satisfied were you with the first letter from Flintshire County Council informing you of the works that would be completed at your home?	1	2	3	4	5
2	How satisfied were you with the visits and arrangements made by the Contractors and the notice given before any works commenced?	1	2	3	4	5
During the Works and Completion:						
3	Were you shown identification by the Contractor when they visited your home?	Yes		No		
4	How satisfied were you that you and your home were treated with respect?	1	2	3	4	5
5	How satisfied were you that the work was completed within agreed timescales?	1	2	3	4	5
6	How satisfied were you that all appointments were made and kept?	1	2	3	4	5
7	How satisfied were you that you were able to contact someone with any problems or queries?	1	2	3	4	5
8	How satisfied were you overall with the completed works to your home?	1	2	3	4	5
9	How satisfied were you with the Contractor who completed the works?	1	2	3	4	5
10	How satisfied were you with the Contractors Tenant Liaison Officer and the information and communication they provided to you?	1	2	3	4	5

Your scores comments will be recorded and used to assess the Contractors Performance.

This will contribute to the Capital Works Team's assessment of the Contractor and will also have an impact on any future work orders.

If you have any comments where you feel the service/ Contractor can improve, please kindly use the reverse of this form and we will reply to these comments as soon as possible.

