

4.3 - Table 1 - Before we started work

	<b>Contract Type</b>	<b>Overall 2010/11</b>	<b>Overall 2011/12</b>	<b>Q1 2011/12</b>	<b>Q2 2011/12</b>	<b>Q3 2011/12</b>	<b>Q4 2011/12</b>
Were you consulted before we started the work	Kitchens	<b>96.77%</b>	<b>99.21%</b>	98.44%	N/A	100%	100%
Were you happy with the amount of choice offered	Kitchens	<b>100%</b>	<b>97.50%</b>	97.92%	N/A	100%	94.44%
Were you happy with the amount of notice given before we started work	All Contracts	<b>96.77%</b>	<b>92.97%</b>	100%	79.41%	100%	88.98%
Were you satisfied you had the chance to arrange, or rearrange visits	All Contracts	<b>100%</b>	<b>95.69%</b>	96.61%	92.59%	100%	94.44%
Were you satisfied with the helpfulness of staff	All Contracts	<b>100%</b>	<b>97.56%</b>	100%	90.63%	100%	100%

ITEM:

PAGE: 2

**4.4 – Table 2 - While the work was going on**

	<b>Contract Type</b>	<b>Overall 2010/11</b>	<b>Overall 2011/12</b>	<b>Q1 2011/12</b>	<b>Q2 2011/12</b>	<b>Q3 2011/12</b>	<b>Q4 2011/12</b>
How did you rate the attitude and helpfulness of staff	All Contracts	<b>100%</b>	<b>97.62%</b>	98.44%	93.94%	100%	100%
How well did we keep you informed of progress	All Contracts	<b>96.43%</b>	<b>96.00%</b>	96.63%	94.12%	100%	93.75%
The speed in which work was carried out	All Contracts	<b>93.10%</b>	<b>96.75%</b>	98.39%	94.12%	100%	93.75%
How satisfied were you with the way that belongings and gardens were treated	All Contracts	<b>93.10%</b>	<b>93.91%</b>	95.08%	86.67%	100%	100%
How clean and tidy your home and garden was left on completion	All Contracts	<b>93.33%</b>	<b>94.31%</b>	96.88%	85.29%	100%	100%
Speed that queries or complaints were dealt with	All Contracts	<b>82.76%</b>	<b>92.38%</b>	96.55%	84.62%	100%	83.33%
Dealing with faults after the work was completed	All Contracts	<b>96.67%</b>	<b>89.77%</b>	93.88%	85.71%	85.71%	81.82%
The overall quality of work	All Contracts	<b>96.67%</b>	<b>96.06%</b>	100%	88.57%	100%	94.12%
The overall level of service you received	All Contracts	<b>96.67%</b>	<b>94.44%</b>	98.14%	82.86%	100%	100%

ITEM:

PAGE: 3

**4.5 – Table 3 - After the work was complete**

	<b>Contract Type</b>	<b>Overall 2010/11</b>	<b>Overall 2011/12</b>	<b>Q1 2011/12</b>	<b>Q2 2011/12</b>	<b>Q3 2011/12</b>	<b>Q4 2011/12</b>
Issue of decoration vouchers	All Contracts	<b>86.67%</b>	<b>84.48%</b>	90.48%	79.17%	83.33%	70.59%
Amount of notice before final inspection	All Contracts	<b>92.86%</b>	<b>95.41%</b>	96.61%	91.30%	100%	93.75%
The helpfulness of inspection staff	All Contracts	<b>96.43%</b>	<b>97.30%</b>	98.31%	95.83%	100%	93.33%
Speed with which queries or defects dealt with	All Contracts	<b>92.00%</b>	<b>89.90%</b>	93.34%	76.19%	90.91%	100%

ITEM:

PAGE: 4

**4.6 – Table 4 - In general**

	<b>Contract Type</b>	<b>Overall 2010/11</b>	<b>Overall 2011/12</b>	<b>Q1 2011/12</b>	<b>Q2 2011/12</b>	<b>Q3 2011/12</b>	<b>Q4 2011/12</b>
The amount of information provided	All Contracts	<b>93.10%</b>	<b>96.83%</b>	100%	90.63%	100%	94.44%
How long the work took to complete	All Contracts	<b>96.55%</b>	<b>93.60%</b>	95.16%	87.50%	100%	94.44%
Overall satisfaction levels	All Contracts	<b>93.10%</b>	<b>95.97%</b>	98.39%	87.50%	100%	100%