



Quality Checks

To make sure the work we carry out is up to standard we carry random checks on all jobs, whether they have been done by our own workers or by contractors.

You may therefore receive a call from one of our inspectors asking your permission to enter your home to see if the work has been carried out and that you were happy with the attitude and performance of the people carrying out the work. Your help would be appreciated and we would welcome any constructive comments, which will help us improve our service.

Every time we carry out repairs to your home you will be given a satisfaction card to complete. This provides us with valuable information about how we are performing so please spare just a few moments to fill it in and return it to us