



**NB Housing**  
 282-290 Crumlin Road  
 Belfast  
 BT14 7ED

Tel: 028 90 351131  
 Email: repairs@nb-housing.org

Dear Tenant,

We have today ordered the works below to be carried out in your home.

Description of work:

Order Number:

For completion by:

Contractor:

Telephone Number:

If the works have not been completed within the period shown, or if you have any other queries about the work please contact us at the number above.

**TENANT REPAIR SATISFACTION QUESTIONNAIRE**

NB Housing wants to ensure that the quality of our service meets with your satisfaction. It will help us to achieve this objective if you would complete this questionnaire after the work has been carried out. Please return this form to the office above.

Please answer the following question by placing a tick in the appropriate box:

Did the contractor make an appointment with you to carry out the work?

If YES was the appointment kept?

Was the repair completed by the date shown above?

If NO on what day was the work completed?

YES	NO
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="text"/>	

How many visits did the contractor make? .....

The quality of the work:

The quality of the repair service provided by the Association:

Very Good	Good	Satisfactory	Poor
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you are not satisfied with any matter regarding this repair or have any other comments about this particular repair, please give further details on the rear of this sheet to enable further investigation to be carried out.