SITE survey. APP

SITE SURVEY REPORT

Customer Feedback Survey

Prepared for	Elmfield Lettings
Date	30 Sep 2026
Site	Flat 2, 18 Larchfield Road, Leeds
Prepared by	K. Marsh

FORM

Customer Feedback Survey

1. The job

Project	Flat 2, 18 Larchfield Road, Leeds: sink waste repair
Customer	Elmfield Lettings
Site	Flat 2, 18 Larchfield Road, Leeds
Job reference	EF-WO-48817
Date	30 Sep 2026
Your name (optional)	K. Marsh

We use your answers to improve our service. Your name and phone number are only used to reply to you, and are kept only as long as we need them for that, as set out in our privacy notice.

2. How did we do?

Overall, how satisfied are you?	5
Quality of the work	5
Turning up and finishing when we said we would	4
Keeping you informed	3
Leaving the place clean and tidy	5
Our people: polite, helpful and professional	5
Average score out of 5	4.5
How likely are you to recommend us, from 0 (not at all) to 10 (certain)?	8
Recommendation group	Passive

3. In your own words

What did we do well?	The plumber explained what was wrong, fixed it in under two hours and replaced the soggy cupboard base too.
What could we do better?	I only got a time slot on the morning of the visit. A day's notice would help.
Is anything about the job still not right?	No

Would you like us to call you?	No
May we quote your comments, with the credit below, on our website and in our marketing?	Yes
How should we credit you?	K. M., tenant in Headingley