

Am not satisfied with any work done. Within 4 to 5 weeks there were 4 men out to repair the fault and it ended up the boiler needed a part and it was leaking water that could have went on-to wires. Could have been electrocuted and this was from one of the maintenance men and the weather was so severe cold. Had no heating. Also had chest infections on 2 occasions. Gave me 2 electrical heaters which I wouldn't use—run up electricity bill.



Annual Gas Service & Repair Questionnaire

Forth Housing Association Ltd
4th Floor Wallace House,
17-21 Maxwell Place, Stirling, FK8 1JU
Tel: 01786 446066 Fax: 01786 445846

Issued 17/3/2015—70 in total

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|--------------------|----------------|
| 10—Archie Bone Way | 1-Milnepark Rd |
| 9-De Moray Court | 1-Bryden Rd |
| 2-Cowane St | 2-Crosbies Crt |
| 1-Abbey Rd | |
| 12-Stirling Pl | 5-Wordie Rd |
| 1-Cask Cres | 2-Fisher Row |
| 11-Winchel Pl | 5-Clement Loan |
| 8-GordonSquare | |



ANNUAL GAS SERVICE:

- How satisfied are you with the prior notification which Saltire give regarding access arrangements?
(Please tick one option)

Very satisfied	Satisfied	No view	Dissatisfied	Very dissatisfied
8	4			

Comment:

Plenty of notice was given.

2. How satisfied are you with the attitude/manner of the Saltire contractor who serviced your boiler/heating system?

(Please tick one option)

Very satisfied	Satisfied	No view	Dissatisfied	Very dissatisfied
8	2			1

Comment:

Always very friendly & professional

Very nice and friendly.

Engineer was pleasant, tidy and completed his task with for fuss to myself.

3. How satisfied are you with the completed service of your boiler/heating system?

(Please tick one option)

Very satisfied	Satisfied	No view	Dissatisfied	Very dissatisfied
8	3			1

(Please tick one option)

Comment:

The guy was brand new, no complaints at all—actually no complaints about any Of the workmen who have been to my house.

The only thing I'd say that as a worker out 9-5 Monday to Friday it is very difficult

To organise a suitable time. Though plenty of notice was given I'd have to take Holidays to get the work./service done. An evening would have been preferable.

However it just so happened I had a half day for my son and we managed to arrange

A booking between a set time and the chap was there bang on time, which was very Impressive.

GAS REPAIR SERVICE—Have you had a REPAIR carried out in the last year to your boiler/heating system/hotwater? If so please complete the rest of this survey.

1. How satisfied are you with the with the overall repair service provided?

(please tick one option)

Very satisfied	Satisfied	No view	Dissatisfied	Very dissatisfied
4	1			1

Comment:

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2.How satisfied are you with the access arrangements that were made?

(please tick one option)

Very satisfied	Satisfied	No View	Dissatisfied	Very dissatisfied
4	1			

Comment:

Flexible and mutually convenient

3. How satisfied are you with the attitude/manner of the contractor who carried out the repair?

(please tick one option)

Very satisfied	Satisfied	No View	Dissatisfied	Very dissatisfied
4	1			1

Comment

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