

Satisfaction Review

During December 2007, Structured Designs were instructed to undertake the reinstatement of approximately 30 properties in Hull and surrounding areas. By the end of August 2008, we had completed 45 properties. The additional 15 properties were taken over in difficult circumstances when a loss adjuster's network contractor failed to undertake the work correctly and subsequently removed from the project. We believe that **quality** and **customer satisfaction** are the most important aspects to our service and we are constantly striving to improve and develop these areas.

The Hull flood satisfaction note was sent to all our customers at the end of the reinstatement, the results were inputted, good or bad allowing us to evaluate our service. The scoring system is as follows;

- 5 = Very Pleased
- 4 = Pleased
- 3 = Satisfied
- 2 = Dissatisfied
- 1 = Very Dissatisfied

The categories were split into two sections, Staff Scores and Company Scores. This also allowed for a section where individual staff members could be praised by the policy holders.

Staff Scores: The staff scoring was based on 3 criteria of *attitude towards your needs, availability of contact & overall opinion*. These are particularly important considerations when working in domestic properties in times of crisis. We felt our staff needed to emphasise with the customer as much as possible and having these categories in our satisfaction note it allowed us to monitor this. We also wanted to provide a service where the customer felt they could contact us at any time whether it was large or small, this was to try and relieve some of the pressure from the loss adjusting services who were already having to cope with an overload of claims. The comments section allowed us to receive additional insight into the working environment. These criterions were sub divided into management staff, site manager and site staff in order to evaluate sector performance.

Company Scores: The company scores were based on 4 criteria of *Quality of work, confidence of work being undertaken correctly, cleanliness of site & overall opinion*. We believe that these areas are the most important when working in domestic houses. If a customer is happy that the work is carried out correctly, it's quality and the site is cleaned up at the end of the day then we will have a happy customer. Site cleanliness is also vital in terms of H&S and it is an area we constantly monitor and improve.

Satisfaction Note

Reference:
Policy Holder:
Address:

In order to evaluate and improve our service, could you please complete the section below by adding the applicable number to the boxes.

5 – Very Pleased 4 – Pleased 3-Satisfied 2 – Dissatisfied 1 - Very Dissatisfied

Our Staff

	Attitude towards your needs.	Availability of contact	Overall Opinion	Comments
Management Staff				
Site Manager				
Site Staff				

Our Company

	Rating	Comments
Quality of work		
Confidence in the work being undertaken correctly		
Cleanliness of site throughout renovation		
Overall opinion		

If you were pleased with any particular individual please advise their name: _____

Can we use your comments for marketing purposes? YES/NO (Please Delete)

If you have any other comments or suggestions for improvements, please provide in the space below;

Signed: _____
Date: _____

STRUCTURED
designs

Fire & Flood Restoration • Reinstatement Services • Structural Crack Repair • Registered Thor Helical Contractor

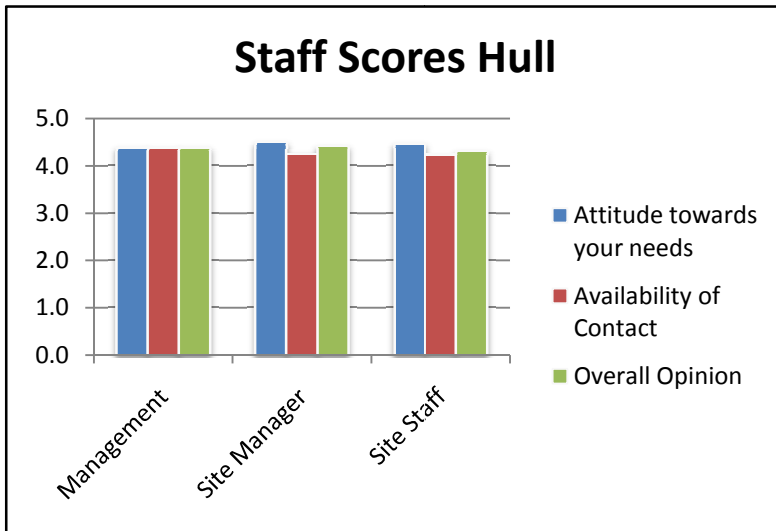
Tel: 0845 099 1180

Email: enquires@structureddesigns.co.uk

The Scores

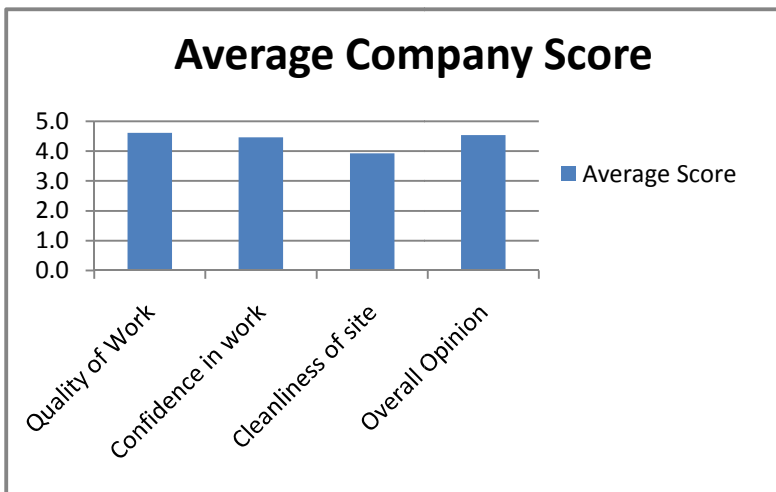
Based on 30 respondents, we received feedback for 66% of the properties.

5 – Very Pleased 4 – Pleased 3-Satisfied 2 – Dissatisfied 1 - Very Dissatisfied



The scores we have received are positive and reassuring. We set a bench mark of achieving at least a “4” in each category (4=Pleased) but we are obviously striving for “5” (5=Very Pleased). Staff members consistently provided an excellent service which pleased our clients.

Top Marks: The ‘quality of work’ received the highest overall average score in the company scores. This is a pleasing score for us, as it is over 4.5. Attitude towards your needs scored particularly high, it is important for customers to feel important and for our staff to understand their difficulties.



Improvement: On rare occasions, our benchmark target was not achieved, we implemented more reporting and assessment procedures to ensure staff knew which areas are to be improved. We focused discussions and training on these areas to ensure improvement.

In terms of customer satisfaction, the Hull flood project can only be viewed as a success. We achieved our objective

of providing a service based on quality and customer service. Although there have inevitably been a small number of negative comments from customers, these can be viewed as more of an anomaly rather than the norm.

All original statistical sheets are available for inspection at our head office.

Sample

Satisfaction Note



Reference: _____
 Policy Holder: _____
 Address: 1 _____

In order to evaluate and improve our service, could you please complete the section below by adding the applicable number to the boxes.

5 – Very Pleased 4 – Pleased 3 – Satisfied 2 – Dissatisfied 1 – Very Dissatisfied

Our Staff

	Attitude towards your needs.	Availability of contact	Overall Opinion	Comments
Management Staff	5	5	5	
Site Manager	5	5	5	Simon was very helpful & understanding
Site Staff	5	5	5	Polite & Trustworthy.

Our Company

	Rating	Comments
Quality of work	5	
Confidence in the work being undertaken correctly	5	Shown in stages for our approval
Cleanliness of site throughout renovation	5	No tools lying around. Tidied after each visit
Overall opinion	5	

If you were pleased with any particular individual please advise their name: Paul + Steve + Simon

Can we use your comments for marketing purposes? YES/NO (Please Delete)

If you have any other comments or suggestions for improvements, please provide in the space below:

Handwritten signature and date: [Signature] 10/1/12