



**WE NEED YOUR  
FEEDBACK!**

## Resident Satisfaction Survey

Following the completion of work on your property, our member of staff who carried out the works will close the job in our system, this then sends you an email or a text message including a link for you to follow to complete the satisfaction survey based on the service delivered.

We encourage all residents to participate in the survey and to provide feedback to give honest and informative suggestions to enable us to look at what we are good at, what we are not so good at and what we can do to improve your experience for next time.

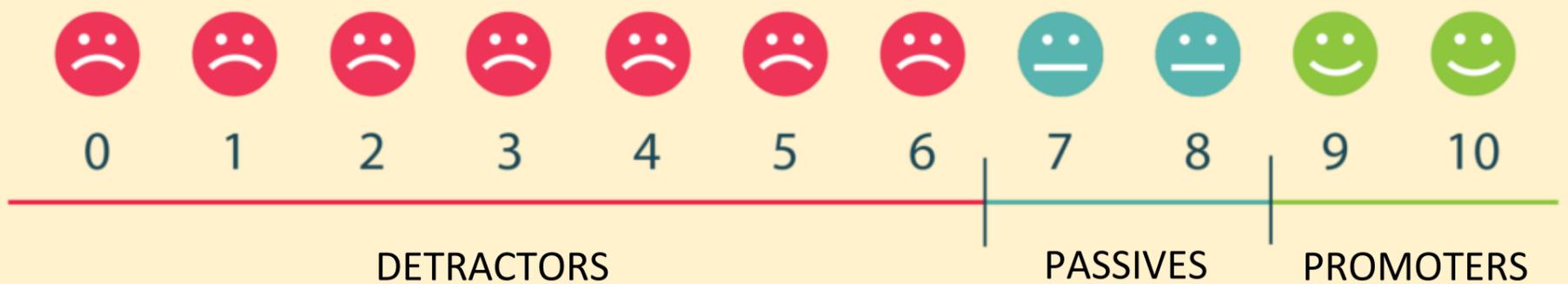
### Survey Response

The survey takes just a couple of minutes to complete.

We use what are called the 'Net Promoter Score', and a 'Five-Point Score' system.

The Net Promoter Score is an index ranging from -100 to 100 that measures the willingness of customers to recommend us to others. It is used to measure your overall satisfaction with the service you have received and your loyalty to Clwyd Alyn.

The scores you submit for each question asked, fall into the following three categories;



### Detractors

If you are a 'Detractor' you have scored us between 0 and 6. You are not particularly thrilled by the service we provide, and there is definitely room for improvement.

### Passives

'Passives' score a 7 or 8. You are satisfied with the service although you probably wouldn't spread any negative word-of-mouth, you are not enthusiastic enough about our services to actually promote them.

### Promoters

If you are a 'Promoter' you have given us a score of 9 or 10. you are really pleased with the service and would recommend us to others.

The Five-Point Score is broken down in to categories ranging from Very Satisfied to Very Dissatisfied.

**Your feedback means we can improve Resident Satisfaction**