

Maintenance Feedback Form

* 1. How did you request your repair?

- With your housing manager In person Other
- With the repair team over the phone Through the maintenance call centre
- Over the phone Via email

Maintenance Feedback Form

* 2. How long was your wait on hold before speaking to a member of staff at Evolve?

- More than 10 minutes Less than a minute
 Few minutes (Around 3 minutes) Several minutes (Around 3-5 minutes)

* 3. How well did you feel Evolve staff understood what you were saying?

- Extremely well Slightly well
 Quite well Not at all well
 Moderately well

* 4. How eager to help you were the Evolve staff?

- Extremely eager Slightly eager
 Very eager Not at all eager
 Moderately eager

* 5. Would you say that Evolve staff solved your problem or answered your question quickly, slowly, or neither?

- Quickly Neither
 Appropriate amount of time Quite slowly
 Somewhat quickly Extremely slowly
 Should have been quicker Still waiting (not answered)

* 6. How knowledgeable did our Evolve staff member seem to you?

- Extremely knowledgeable Slightly knowledgeable
 Quite knowledgeable Not at all knowledgeable
 Moderately knowledgeable

* 12. Was your repair and maintenance experience better than you expected it to be, worse than you expected it to be, or about what you expected it to be?

- | | |
|-----------------------------------------------|------------------------------------------|
| <input type="radio"/> A great deal better | <input type="radio"/> Somewhat worse |
| <input type="radio"/> Quite a bit better | <input type="radio"/> Quite a bit worse |
| <input type="radio"/> Somewhat better | <input type="radio"/> A great deal worse |
| <input type="radio"/> About what was expected | <input type="radio"/> Don't know |

Comments

* 13. Overall, how satisfied or dissatisfied with the condition of your home?

- | | |
|----------------------------------------|-------------------------------------------|
| <input type="radio"/> Very satisfied | <input type="radio"/> Fairly dissatisfied |
| <input type="radio"/> Fairly satisfied | <input type="radio"/> Very dissatisfied |
| <input type="radio"/> Neither | |

* 14. Providing your details will help us improve our service levels to you

Please note we respect your privacy and will not share your details.

Name	<input type="text"/>
Address	<input type="text"/>
Address 2	<input type="text"/>
Suburb	<input type="text"/>
Postal Code	<input type="text"/>
Email Address (optional)	<input type="text"/>
Phone Number	<input type="text"/>