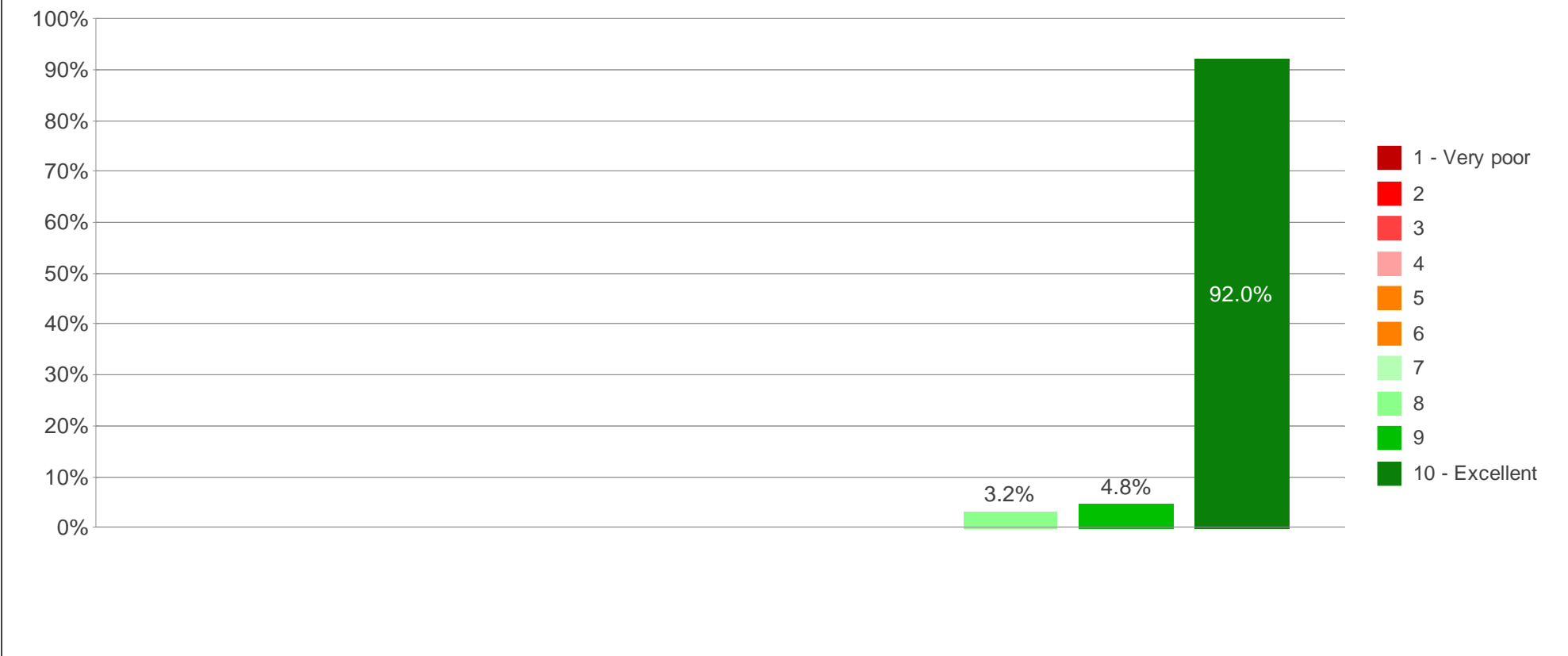




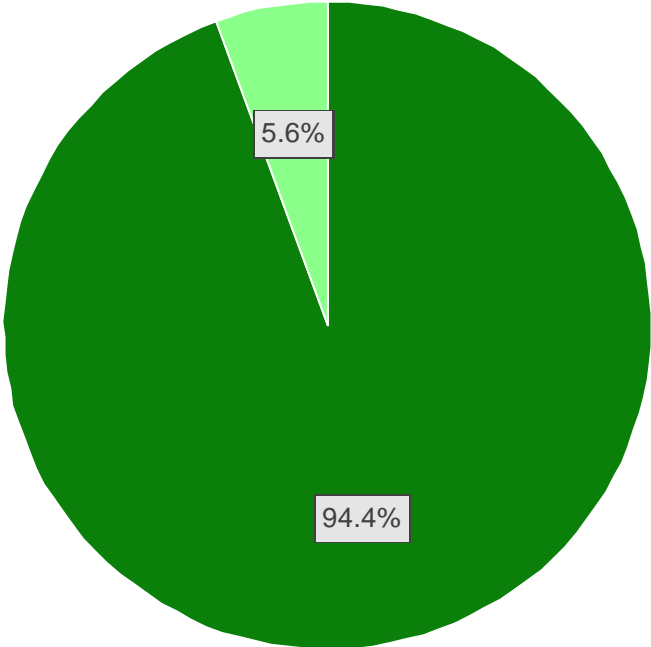
Handy Person Service / Van that Can - **Feedback Results**

Overall Rating of Service Provided



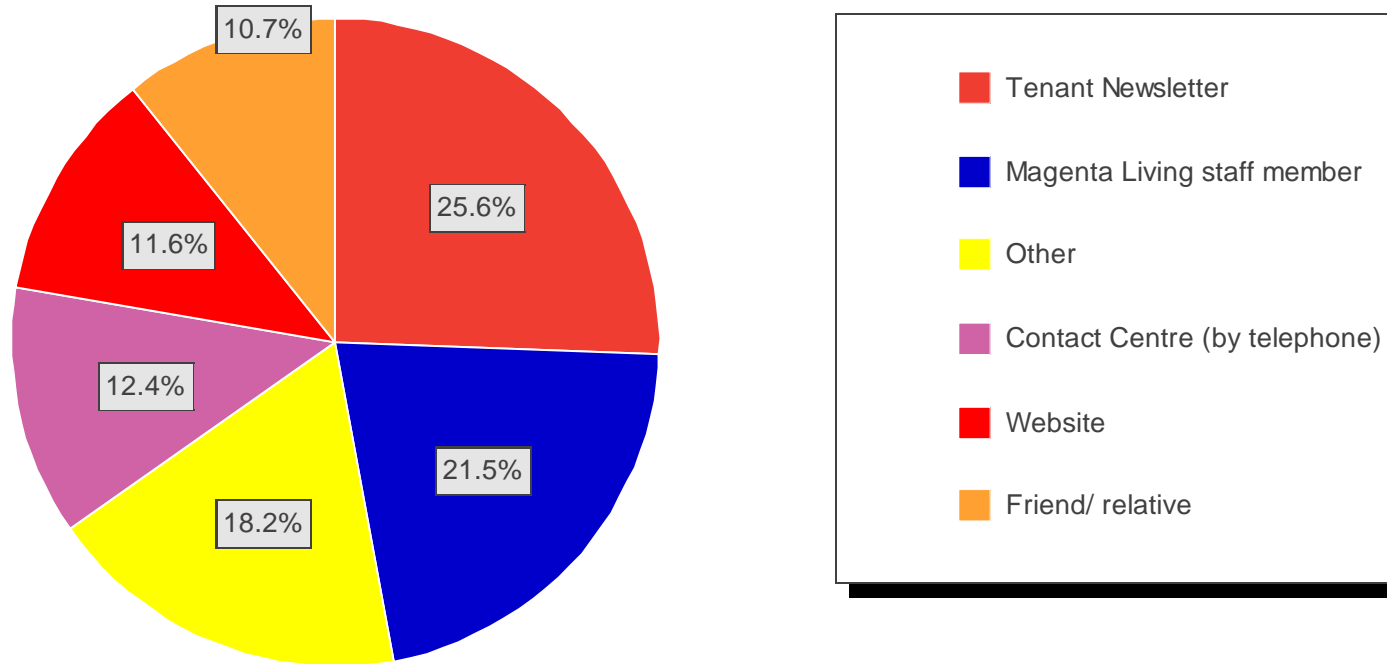
100.0% of respondents score the service as positive with a score of 7 to 10 from a possible 10.

How Likely to Recommend Service?



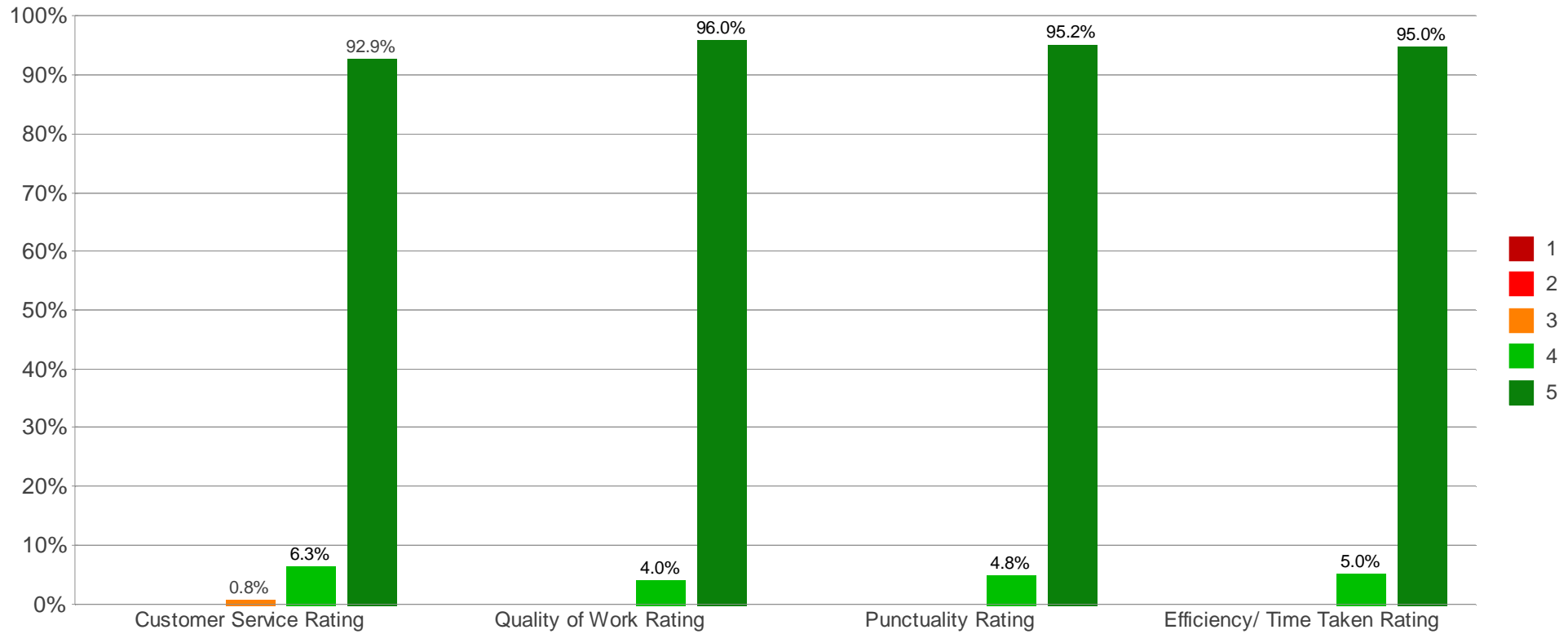
100.0% of respondents are likely to recommend the service.

How did you hear about the service?



Respondents heard about the service mainly through the 'Tenant Newsletter 25.6%' and 'Magenta Living staff member 21.5%'.

Customer Service/ Quality/ Punctuality/ Efficiency



% Respondents rating a score of 4 or 5 from 5 are:

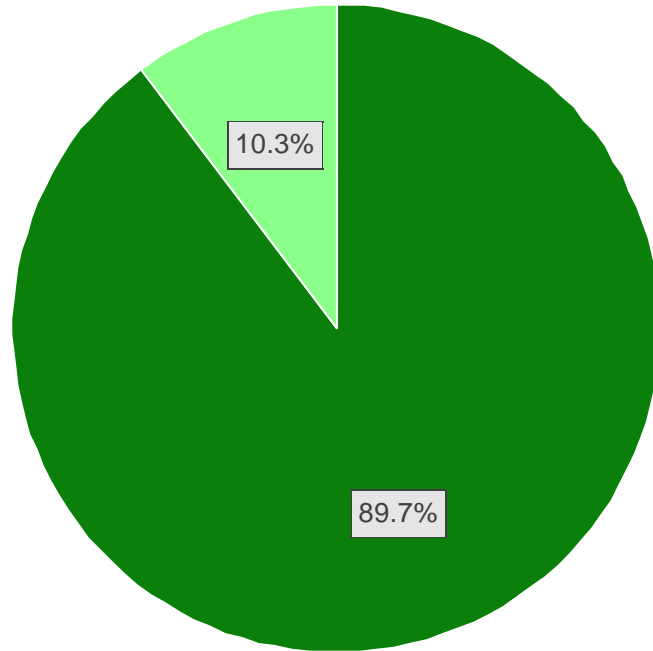
Customer Service - 99.2%

Quality- 100.0%

Punctuality - 100.0%

Efficiency - 100.0%

Price of Works



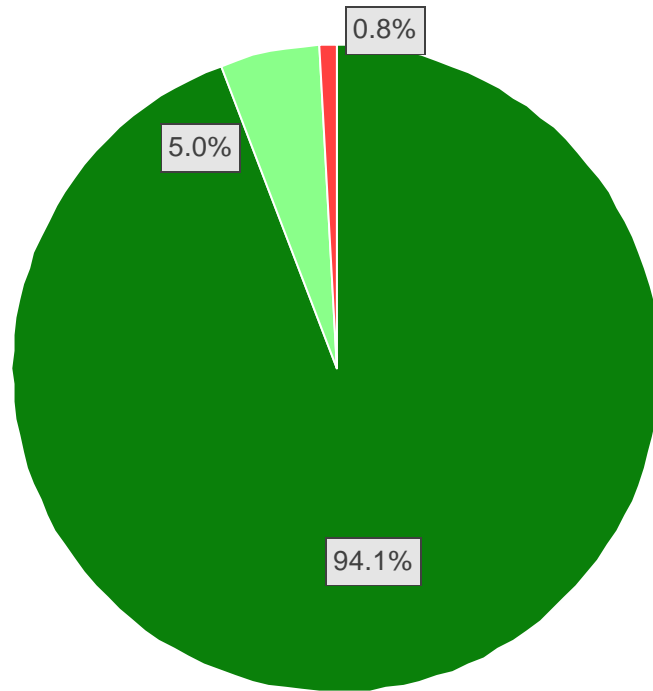
Very clear

Fairly clear

Not at all

100.0% of respondents thought that the pricing was clear.

Goods/Material Supplied



Very satisfied

Fairly satisfied

Not at all

99.2% of respondents were satisfied with the goods and materials supplied.

Comments

Date the work was completed	Nature of work	Comments
06/09/2017	New elec sockets	Very happy with the work. Big thank you to the gentleman called Paul (Mullin)
08/09/2017	Lay flooring	I did not understand why I had to pay for the flooring work
14/09/2017	Keysafe	Andy was extremely helpful, Thank you. I would be grateful and delighted to use the service again. Very many thanks
08/08/2017	Renew fence	I think its very handy
03/08/2017	Curtain poles fitted	The chap was extremely efficient and worked very hard
03/08/2017	Wallpapering to living room	Absolutely first class, cannot praise work enough
09/08/2017	Decorating to living room	The service I have had from Dave is fantastic and it is a joy to have him work in my home. And would welcome him back fro more work.
31/07/2017	Curtain poles fitted	Very good service, Leighton was very courteous and helpful. Very good job
24/07/2017	Wardrobe doors changed from glass to wood	Leighton was very efficient and friendly
20/07/2017	Leaking toilet repaired	Excellent service very professional
12/07/2017	Jobs round the house	The man was understanding + patient. Electrician was very good
10/07/2017	Wooden batons put up in bedroom	Excellent service - able to make appt around work commitments. Work completed to a high standard, clean and tidy. Very professional manner of your team.
14/06/2017	S/F Fence to rear	Please pass on my thanks to Andy Bachelor, Matt and Lee for 100% service
20/07/2017	Tiling to bathroom	Very satisfied with the work done on the bathroom, the work force were very friendly. Mr P Irvine who worked on the bathroom done a great job, his PR was very good and his work rate 110%. If you gave out stars he deserves one.
07/07/2017	new fence to rear	The men who completed the work (Leighton and Kevin) are very nice, easy to get on with men. They are very professional and have completed the work to the highest standard. Overall I am extremely happy with the work. Also Natalie back at the office has been very helpful and kept me updated at all times.
	Swap lighting from bedroom in to lounge	I am happy with the work that's been done in my house today. Thanks
30/06/2017	Outside tap	Your handyman Leighton Kewley made a very difficult job look a lit easier, and was polite and happy during his entire visit.
28/06/2017	OUTSIDE TAP	Natalie and Leighton were very considerate about my loss. Very pleased with overall job.
12/06/2017	OUTSIDE TAP	Very good service. I would reccomend

Comments

Date the work was completed	Nature of work	Comments
26/04/2017	FURNITURE MOVING	LOVERLY LAD CO TO DO JOB
25/04/2017	PAINT WORK THROUGH HOUSE	WORK CARRIED OUT WAS TO A VERY HIGH STANDARD
31/03/2017	DECORATING WHOLE HOUSE	I AM VERY HAPPY WITH ALL THE WORK CARRIED OUT
30/03/2017	REPLACE 2 EXISTING LIGHT FITTINGS WITH NEW	EXCELLENT SERVICE VERY PLEASED WOULD DEFINIETLY USE THE SERVIC AGAIN WOULD RECOMMEND TO EVERYONE
22/03/2017	OUTSIDE TAP TO BE INSTALLED	VERY PLEASED WITH ALL HTE SERICE WOULD RECOMMENED TO ANYONE
16/05/2017	TAP INSTALLED OUTSIDE	VERY PLEASNT FELLA AND POLITE VERY TIDY
09/05/2017	MRS RILEY WOULD LIKE AN ADDITION CLOTHING LINE POLE INSTALLED	GOOD WORKER VERY POLITE
03/05/2017	6 METRES OF WALL TILES INCLUDING REMOVAL AND TO REPLACE THE W/C AND RADIATOR	I FELT THE WORK CARRIED OUT WAS VERY GOOD IN BOTH THE QUALITY OF PRODUCT AND STANDARD OF WORKMANSHIP
05/05/2017	3mtrs approx fo feather edge fence to be made and fitted remove top header of course brick and clear away	work to very high standard friendly service too
18/04/2017	Double socket fitted	Have used this service before and have always been very pleased.
15/03/2017	outside tap	Turned up on time, Very efficient and clean job. Thoroughly satisfied
16/05/2017	Decorating to bedroom	I have been very impressed with all involved in getting my room decorated, both with admin staff (organising/communicating Natalie), Supervising staff jimmy shepherd and most of all Tony Clarke who actually did the paper hanging today. Nothing was too much trouble. I am very pleased with the final result. Thank you
15/05/2017	Modifications to gate	Very Satisfied with skills and attitude and manners. Well done. Happy to have them in my home.
23/05/2017	Double socket fitted	Joe was great, The best spark we have had
23/05/2017	Extra plug sockets in living room	Joe was great
22/05/2017	S+F toilet seat	Great. Very pleased with Leighton who done the job.
25/04/2017	Painting around woodwork to windows in bedroom and all walls. Also skirting and door	I found the work was carried out a very high standard, the decorators where very polite, friendly and very professional. The whole experience was stress free and the room looks lovely.
26/04/2017	Telephone socket moved	Lovely lad came to do job (Leighton Kewley)
25/04/2017	Screws in to walls so pictures can be hung	Friendly efficient service
14/03/2017	Install washing machine, pipework to shed. TV mounted on wall	Nick, Fab work done, Polite, only problem is he is a blue and not a red :)

Comments

Date the work was completed	Nature of work	Comments
28/02/2017	S/F new plug and chain to sink and door latch on living room	Very helpful and polite young man completed the work in an efficient manner.
03/03/2017	Decorating to living room	I have been very happy with everything what was done while in my property and Dave who did the job was very nice and polite young man.
05/12/2016	Extractor hood fitted above cooker.	Very pleased with this service. Thank you
13/12/2016	Fit new internal door	Very satisfied, great worker :)
17/11/2016	SEAL AND PAINT BATHROOM CEILING	I have been totally impressed on this occasion with the speedy and efficient service by John Devlin (Leaseholder Manager) in organising the job and liaising with Jimmy Shepherd Decorating Supervisor. I must say that Jimmy Shepherd did a brilliant job in every way. He was totally reliable, made a swift appointment, was totally professional and the job itself was excellent. I am much relieved. Thank you. 10/10 for both staff members. I would have total confidence in Mr Shepherd for any job.
25/10/2016	RE-CONNECT ELECTRICAL SUPPLY TO OWN EXTERNAL LEAN-TO AND FUSE BOX	From start to finish myself and my wife are very pleased with all communications. I was informed of the danger that has now been put right. I was also informed step by step by the 2 very friendly persons who carried out the inspection and then finished the job. It was a good feeling because I felt involved in all that was going on and if I asked them a question a got the answer. Well done to all involved.
15/11/2016	WALLPAPER HALLWAY	Excellent work, will use this service again.
10/10/2016	REPLACE LIGHT SWITCHES, SOCKET AND FIT A NEW LIGHT FITTING	Workmen were very efficient and courteous and was much appreciated
26/09/2016	PAINT LIVING ROOM	I am very happy with the work that was carried out. The tradesmen were hard working and courteous and I would definitely use their services again. I would recommend them to anyone.