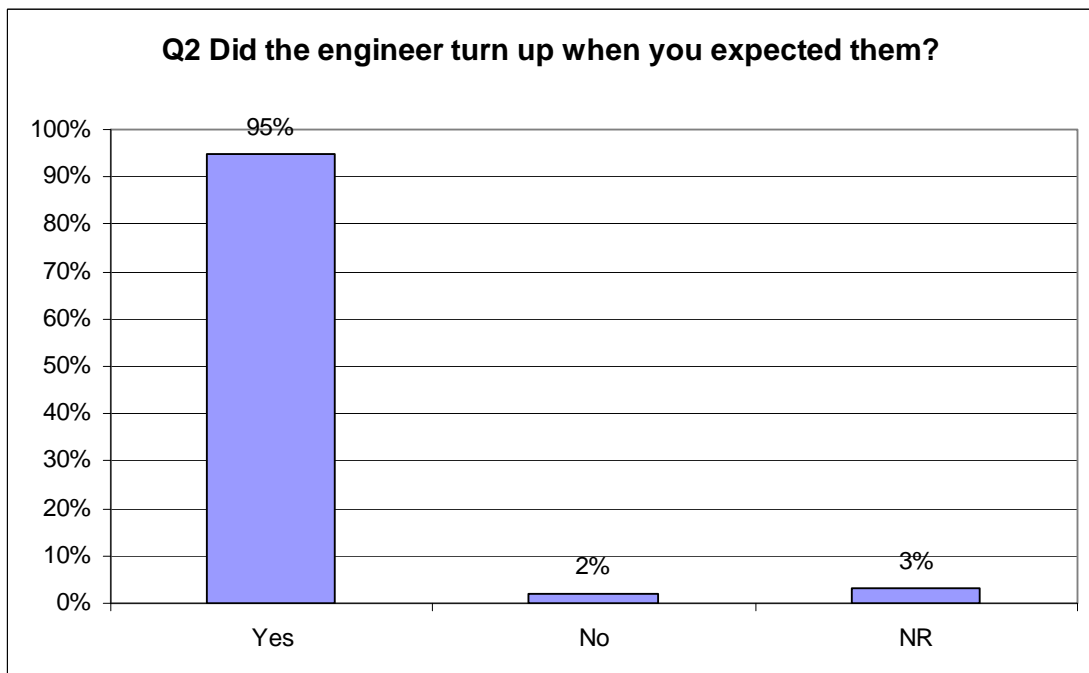
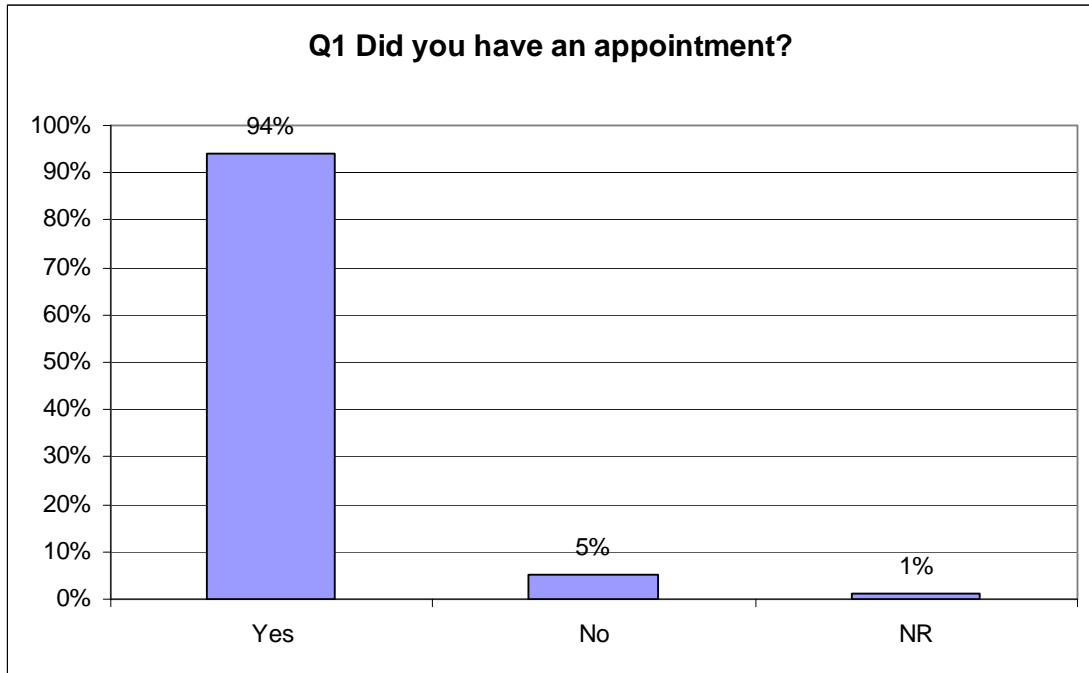
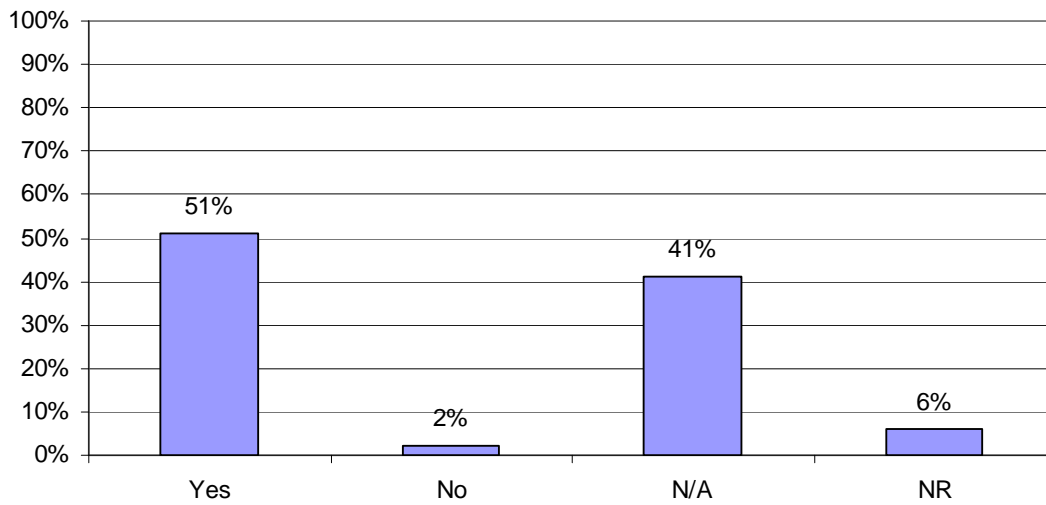


## GAS SERVICING SATISFACTION SURVEY QTR 2

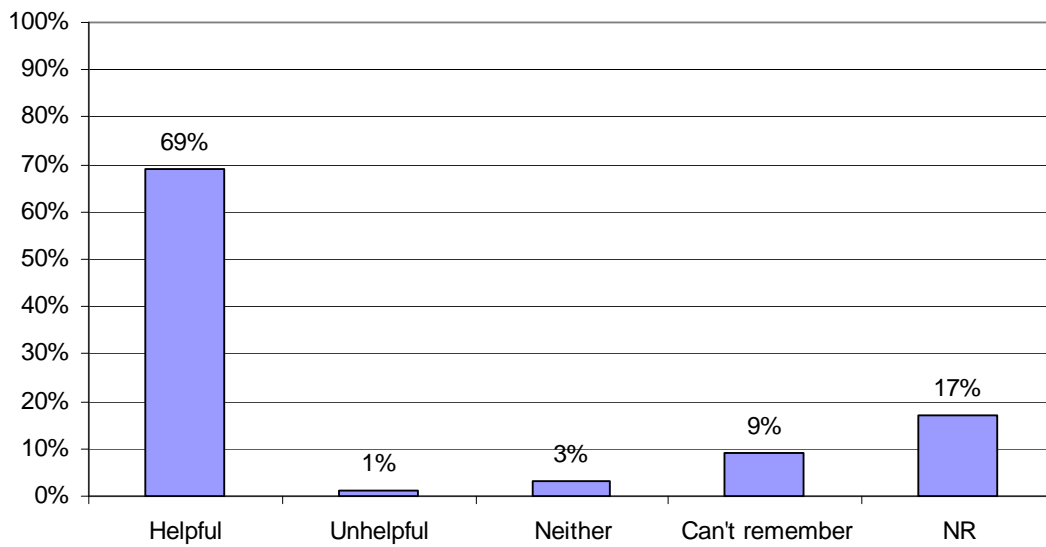
The purpose of the Gas Servicing Satisfaction Survey was to find out from residents how well they feel the Trust are doing and if there is anything we can improve upon.



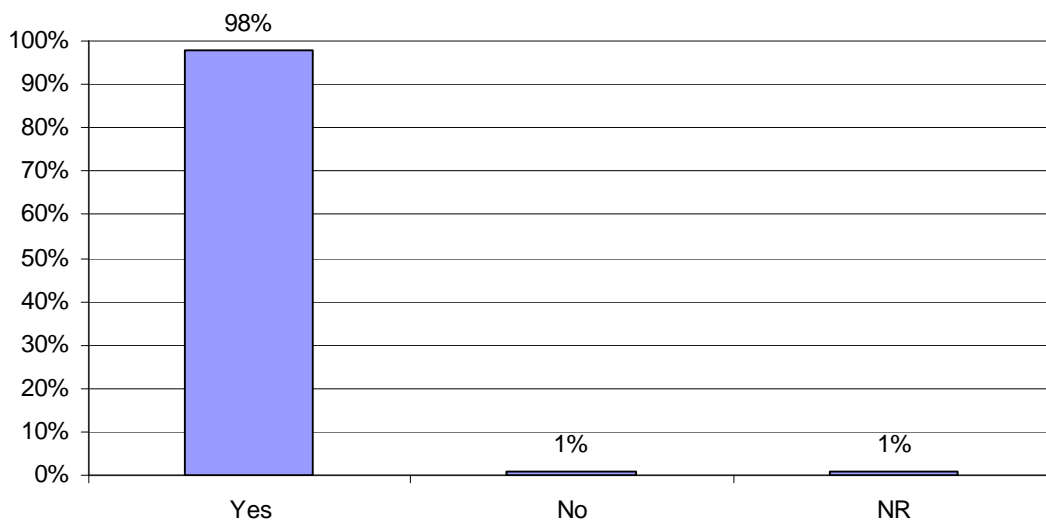
**Q3 If you needed to change your appointment, was this easy to arrange?**



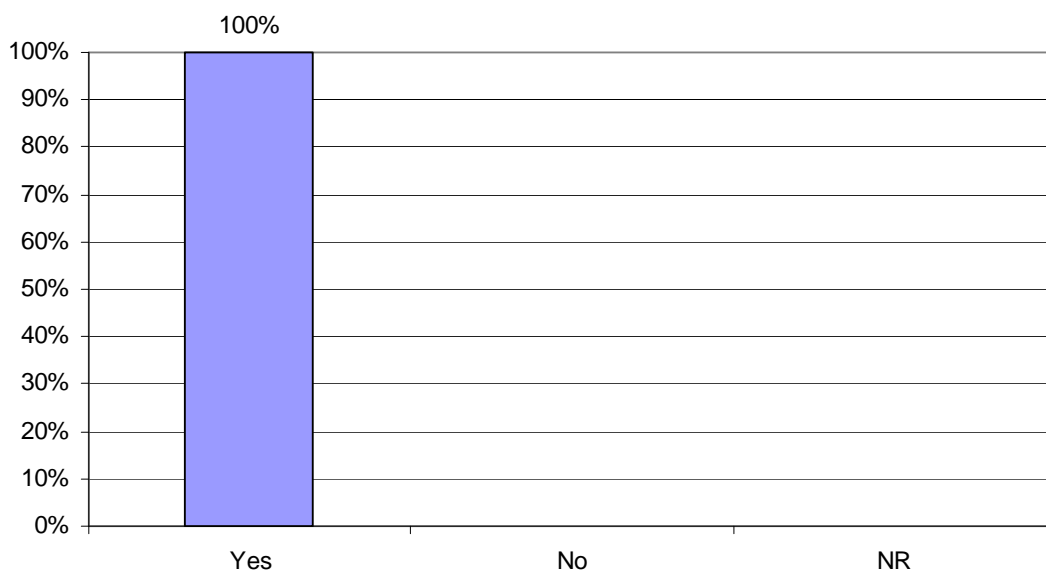
**Q4 If you contacted the gas call centre, did you find them;**



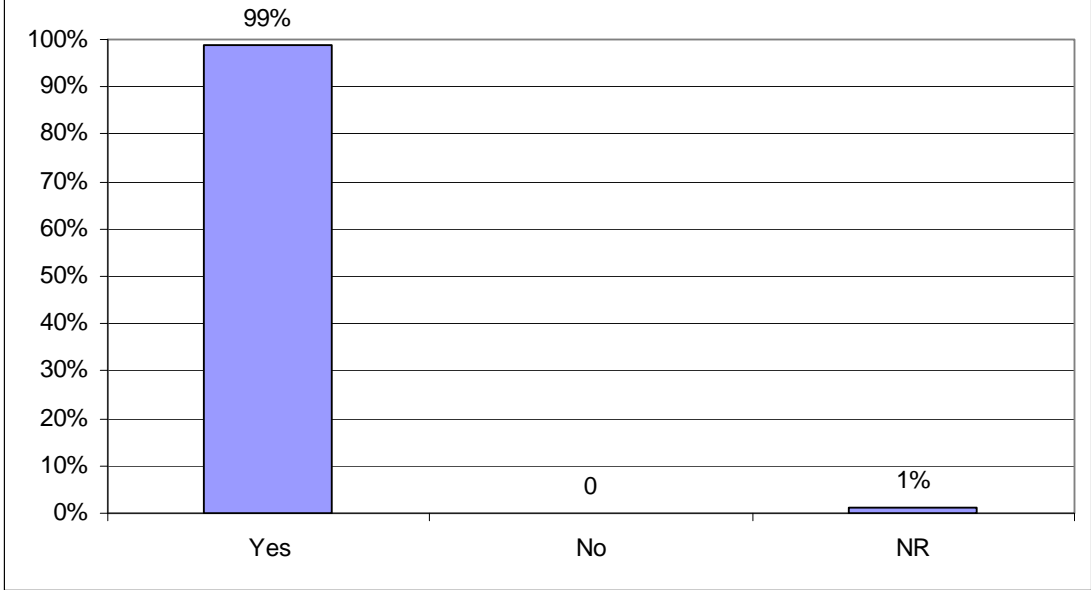
**Q5 When the engineer arrived at your home, did they explain to you what they were there to do?**



**Q6 Was the engineer polite?**



**Q7 Did the engineer work tidily and clean up afterwards?**



**Q8 Overall, how satisfied are you with our gas servicing arrangements?**

