



Customer Satisfaction Survey

Newham Homes – Heating Plus

Client Newham Homes

Project Heating Plus

Scheme

Please fill in this form by marking an X on the box that corresponds to the level of performance you think is most appropriate to each question

Excellent Good Satisfactory Unsatisfactory Poor

1.0 Brief

How do you rate the assistance given to Newham Homes at the brief development stage

2.0 A.M.P. Documentation

The quality and comprehensiveness of the AMP documentation determines how confidently the out turn costs match the AMP, please rate the quality of the following:

[a] Quality of Schedules of Work

[b] Quality of Drawings

[c] Quality of Specifications (Scoping)

3.0 Programming

We believe programming to be an important issue for Newham Homes, please rate Design Services for the following:

[a] Quality of input in assisting in the establishment of an agreed programme of projects

[b] Keeping to agreed individual project programmes

4.0 Construction Phase

The construction phase is the longest phase of a project and therefore co-operation and team working during this period is essential, please rate the following:

[a] Partnership working with the Client

[b] Partnership Working with the Constructor

[c] Resident co-operation and response

[d] Establishing good quality of work, monitoring standards

Please fill in this form by marking an X on the box that corresponds to the level of performance you think is most appropriate to each question

Excellent Good Satisfactory Unsatisfactory Poor

5.0 Cost Control

We understand that having confidence in cost advice is very important to Newham Homes, please rate us on the following:

- | | | | | | |
|--|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| [a] Financial Monitoring and reporting to Client | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| [b] Financial Control of Projects | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |

6.0 Newham Homes Preferred Procedures

We appreciate Newham Homes wishes to standardise documentation, please rate us regarding the following:

- | | | | | | |
|--------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| [a] Invoicing fees | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| [b] Providing Section 20 information | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| [c] CDM Notices | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |

7.0 Innovation

Consistent innovation is very difficult to achieve, however we believe having an open mind is essential to innovation, please rate us on the following:

- | | | | | | |
|---|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| [a] Willing to investigate different design solutions | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| [b] Willing to assess new materials and components | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |

8.0 Value for Money

It is our intention to provide value for money services through quality and supplementary services, please rate us on the following:

- | | | | | | |
|------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| [a] Quality of Service | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| [b] Fee Levels | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |

9.0 Grant Applications & Financial Support

How do you rate Design Services

- | | | | | | |
|---|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| [a] Investigating the availability of specific external private funding (CERTs etc) | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| [b] Securing the funding | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |

10.0 Comments

If you have any further comment to add, please use the space below:

Name Position

Organisation

Signature Date