

# Check it Challengers Compliance Survey



Berneslai Homes are currently developing a survey around compliance works, these include gas safety checks, lift servicing and electrical testing checks. The Check it Challengers were sent the survey questions and then asked their thoughts.

We got 16 responses to the survey and below is a highlight of the answers we received.



Are you happy with the language used in the survey? Is it tenant friendly?

**100%**

of those who completed the survey answered Yes.



Were there any that were unclear or confusing?



Is there anything else you think tenants would like to be asked in this survey? Please note this will be a telephone survey. So we are limited to the number of questions we can ask, so the call is not too lengthy.

“ Other questions.  
Are you happy with the way the service was carried out?  
Are you happy with the appointment times offered? ”

“ Keep it to closed questions and to the point. Yes and No questions are good idea. ”

“ I think this pretty much covers everything. Tenants can always add if they need to ”

“ —

On the part where it asks if the appointment was rearranged, I think they're should be be an option for a 'no show' I've booked time of work In the past, where workmen have failed to turn up and I've not been notified all day and waited in for nothing which is unacceptable. I think that would also be important data to collect

— ”

You  
Said

We  
Did

As a result of the answers given in the survey we have made some changes. Below is a table of what you said and changes we have made.

Your Comments	What We'll Do
<p>Other questions. Are you happy with the way the service was carried out? Are you happy with the appointment times offered?</p>	<p>- 'Are you happy with the way the service was carried out?' is covered in the overall question at the beginning 'Overall how satisfied were you with the (gas servicing / lift servicing / electrical testing) that was carried out to your home? - 'Are you happy with the appointment times offered?' We are checking if this question can be added in.</p>
<p>On the part where it asks if the appointment was rearranged, I think they're should be be an option for a 'no show' I've booked time of work In the past, where workmen have failed to turn up and I've not been notified all day and waited in for nothing which is unacceptable. I think that would also be important data to collect</p>	<p>We are now adding in the following question... 'If an appointment was made, did we attend on time? Yes / No'</p> <p>Tenants completing the survey will have the option to explain more in the comments question.</p>
<p>Just bring awareness for the community and other areas</p>	<p>We have developed some communications to both tenants and staff, on raising awareness about the surveys that we are developing through Voicescape.</p>