



Bricks & Mortar,  
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Works satisfaction survey  
 We value your feedback

Project/Works: .....2013/14  
 Address: 30 STRATHCONA AVENUE, COTTINGHAM, HU5 4AY .....

1: Were you given sufficient notice before work started?	<input checked="" type="radio"/> Yes	<input type="radio"/> No	
2: Were appointments kept?	<input checked="" type="radio"/> Yes	<input type="radio"/> No	N/A
3: Were you happy with the politeness and attitude of the workforce?	<input checked="" type="radio"/> Yes	<input type="radio"/> No	
4: Was you home left clean and tidy?	<input checked="" type="radio"/> Yes	<input type="radio"/> No	N/A
5: Was the standard of work carried out acceptable?	<input checked="" type="radio"/> Yes	<input type="radio"/> No	<i>Seems so at present</i>
6: Were you kept sufficiently informed?	<input checked="" type="radio"/> Yes	<input type="radio"/> No	
7: Would you recommend Bricks & Mortar?	<input checked="" type="radio"/> Yes	<input type="radio"/> No	

8: Overall how happy were you? (Based on a scale of 1-10, with 10 been very satisfied)

Dissatisfied							Satisfied		
1	2	3	4	5	6	7	8	9	10
							<input checked="" type="radio"/>		

9: Comments or suggestions on how we can improve our service:

- From start to finish communication was good & staff were courteous & polite in difficult weather & tricky circumstances. At present time the quality of work looks good just awaiting hanging cables being resecured when cement has hardened
- were honest when carrying out the work stating problems with applying deep prof course road base binder.
- Even went extra mile to do some smaller jobs alongside that we requested
- Cleaned up mess

Please sign and complete: \_\_\_\_\_  
 Date: 11/10/13 .....

Signed: A. Blak .....

Print name: A. BLAK .....

Thank you for taking time to complete this survey

*11/10/13 Happy with work just waiting final finishing touch of re securing cables to walls when done at this stage all work looks good.*

*- would use again*