



RESIDENT SATISFACTION SURVEY

Thank you for taking the time to complete this survey. Your feedback helps us improve our service and ensure we continue to deliver high-quality installations and customer care.

Resident Name: _____

Date: _____

Property Address: _____

ABOUT THE INSTALLATION

Which measures did you receive? (Please tick all that apply.)

- Loft Insulation
- Loft Top-Up Insulation
- Cavity Wall Insulation
- Internal Wall Insulation (IWI)
- External Wall Insulation (EWI)
- Room-in-Roof Insulation
- Underfloor Insulation
- Flat Roof Insulation
- Air Source Heat Pump (ASHP)
- Ground Source Heat Pump (GSHP)
- Solar Photovoltaic (PV) Panels
- Battery Storage System
- Solar Thermal System
- High Heat Retention Electric Storage Heaters
- Electric Panel Heaters
- Hot Water Cylinder
- Heating Controls & Smart Thermostats
- Radiator Replacement/Upgrade
- Thermostatic Radiator Valves (TRVs)
- Mechanical Ventilation with Heat Recovery (MVHR)
- Decentralised Mechanical Extract Ventilation (dMEV)
- Extractor Fans
- Replacement Windows
- Replacement External Doors
- LED Lighting Upgrades
- Other (Specify)

PLEASE RATE YOUR EXPERIENCE

Question	Very Happy	Happy	Neutral	Unhappy	Very Unhappy
Communication before the works					
Courtesy of our staff					
Quality of workmanship					
Cleanliness and tidiness					
Explanation of the measures installed					
Overall experience					

INSTALLATION FEEDBACK

Did our team arrive when expected?

- Yes
- No

Did the installers treat your home with respect?

- Yes
- No

Were the installed measures explained clearly?

- Yes
- No

Did the team leave your home clean and tidy?

- Yes
- No

ADDITIONAL NOTES - HOW COULD WE IMPROVE?