Q-Bot feedback report for Islington Council
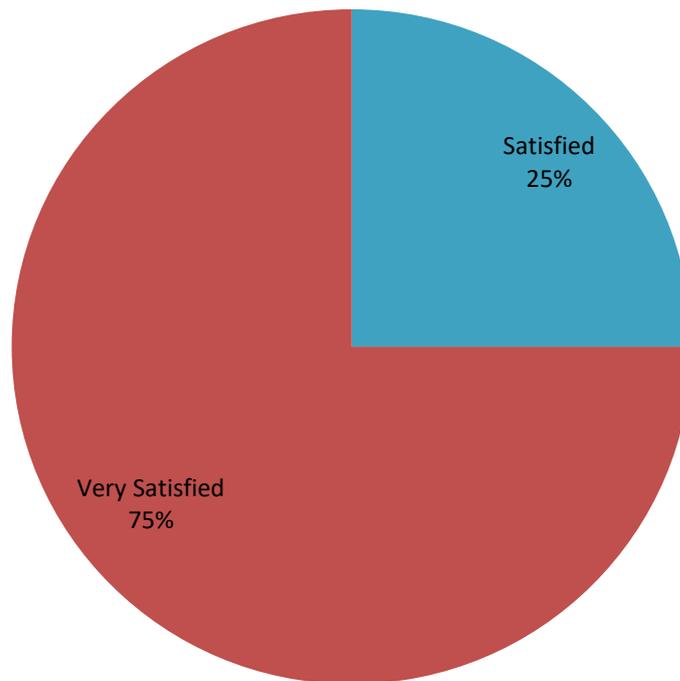
Installation process feedback

Response Statistics
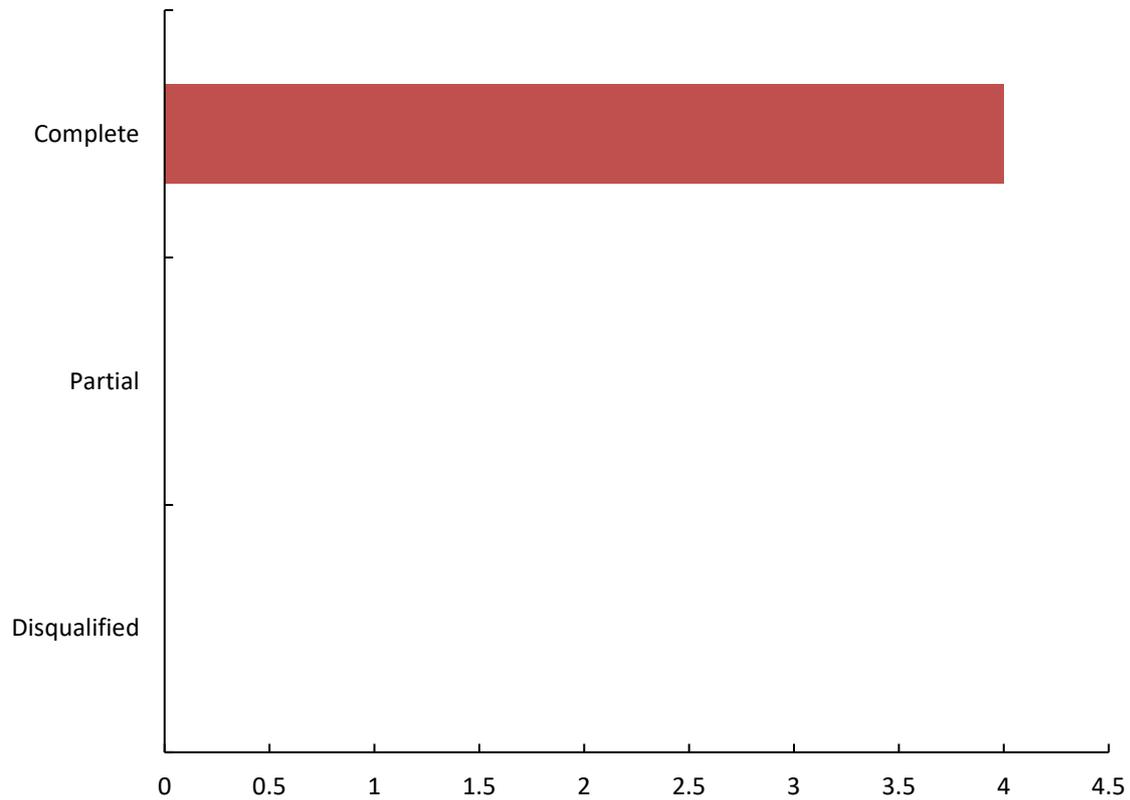
	Count	Percent
Complete	4	100
Partial	0	0
Disqualified	0	0
Totals	4	

1. How satisfied were you with the installation process, in terms of disruption?

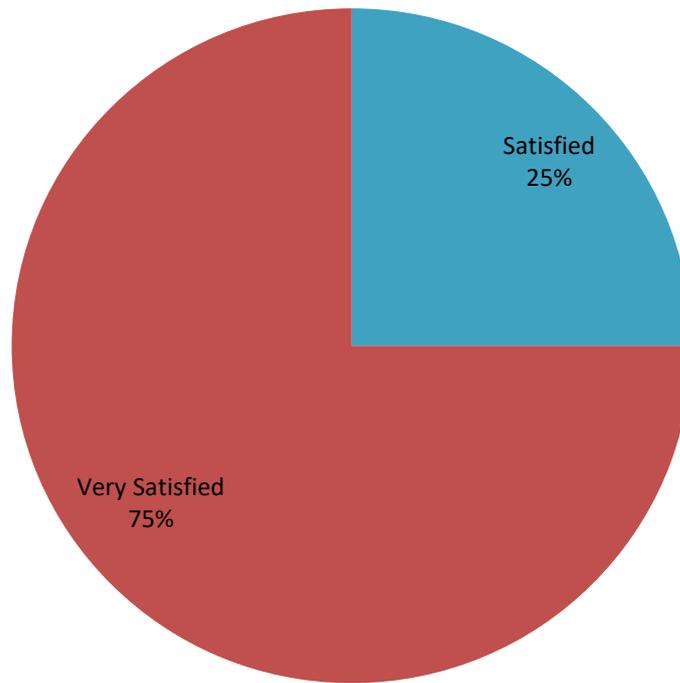| Value	Percent	Count
Satisfied	25.0%	1
Very Satisfied	75.0%	3
	Totals	4

2. Further information on the disruption, if any

"The installation went good, no real disruption."

"The operatives were great, lovely, and very respectful. A little bit of disruption but nothing that you wouldn't expect. They didn't disturb me and they clean after themselves."

"It was all fine. Thank you again for arranging the installation, which was carried out smoothly, professionally and efficiently by Norell and Luke."

"They were not able to spray the hallway as the high moisture level there needs to be resolved first. It's very cold and can feel the moisture."

3. How satisfied were you with the installation process, in terms of communication from the team of installers?

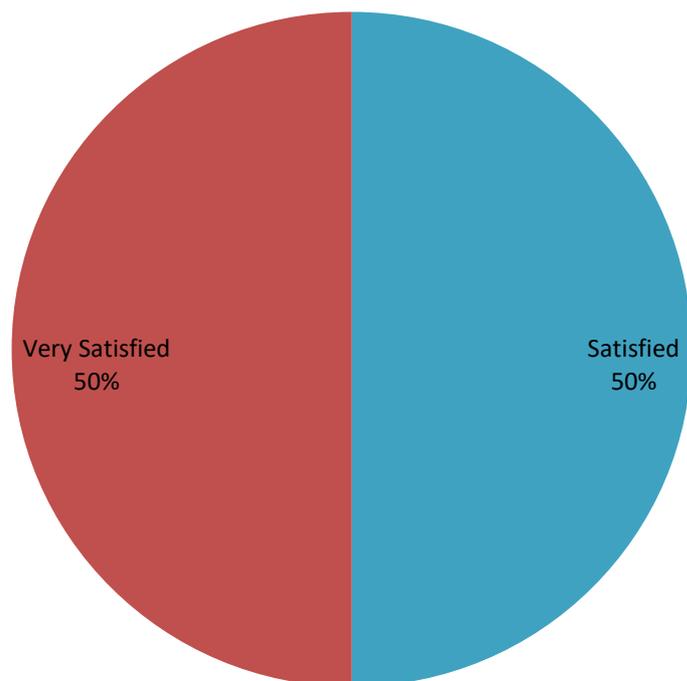| Value	Percent	Count
Satisfied	25.0%	1
Very Satisfied	75.0%	3
	Totals	4

4. Do you have any comments about the installation process you'd like to share?

"I had the installation at the end of March, and can already feel the difference, the rooms are warmer. Looking forward to having a proper winter."

"It was a really easy and efficient work, the workmen were very nice."

"I'm happy with the installation, they were very good and polite. I will need to have a winter to see if it makes a difference or not."

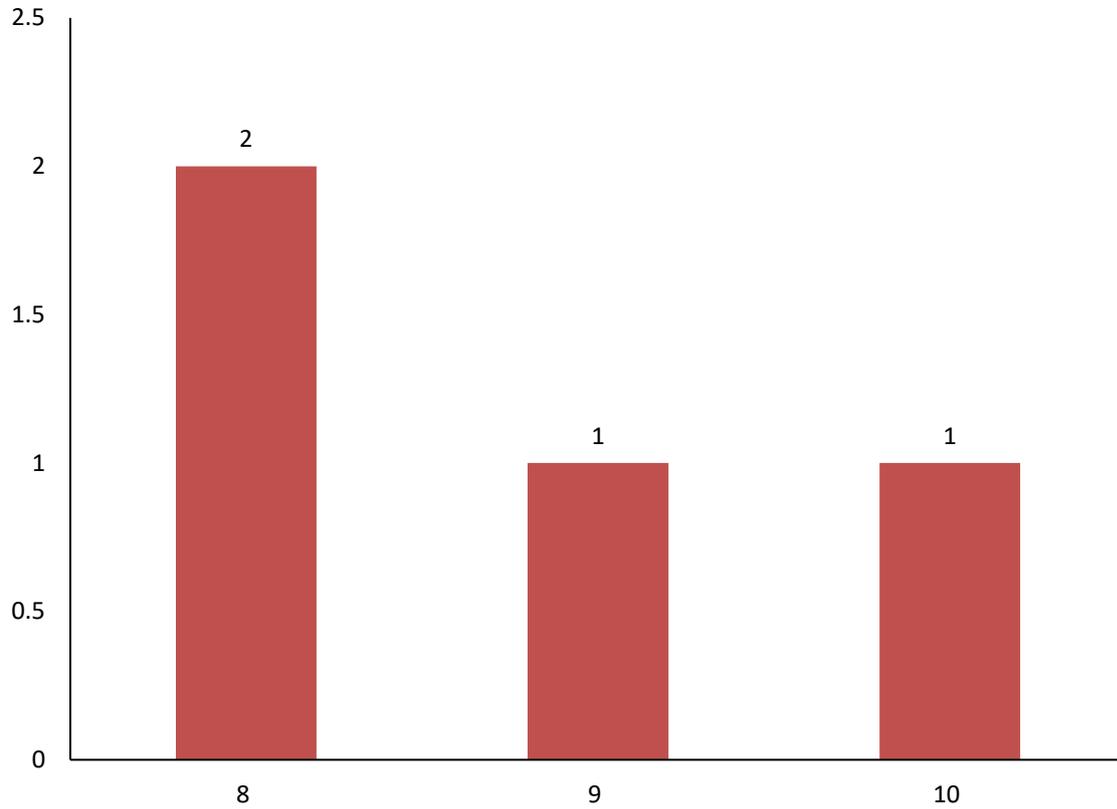**5. Overall, how satisfied are you with the change to your home?**

Value	Percent	Count
Satisfied	50.0%	2
Very Satisfied	50.0%	2
	Totals	4

6. Do you have any feedback on how we could improve our service?

No comments from any customers.

7. On a scale of 1-10, how strongly would you recommend Q-Bot to other residents?

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Count	Response
2	8
1	9
1	10