

## Office Hours Consultation

Help us improve your services...

This survey is also available on our website at: [www.olford.org](http://www.olford.org)

Name.....

Address.....

.....

### 1. If you need to contact Old Ford, do you prefer to:

- visit the office
- phone
- write a letter
- send an email
- report a repair using our web site

### 2. If you phone or visit the office, what is your preferred time of day?

- |              |                          |               |                          |
|--------------|--------------------------|---------------|--------------------------|
| 8.30-10.30   | <input type="checkbox"/> | 10.30 – 12.30 | <input type="checkbox"/> |
| 12.30 – 2.30 | <input type="checkbox"/> | 2.30 – 5pm    | <input type="checkbox"/> |

### 3. Have you used the out of hours service?    Yes                      No

Please say what this was for, (eg an emergency repair or emergency anti-social behaviour issue)

Continued overleaf

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4. If you would like to report your repair at any time of day or night, which method would you choose?

E mail

Website

Phone

5. What office hours would you prefer from Monday to Friday?

Open from: 7.30am

8am

8.30am

Close by: 5pm

6pm

7pm

6. If the office were open on Saturdays, what would you prefer?

Morning

All day

Type of contact: Phone

In person

7. Do you have any additional comments on the current office opening hours? (These are Monday to Friday 8.30-5pm, not public holidays)