

# Boston Borough Council

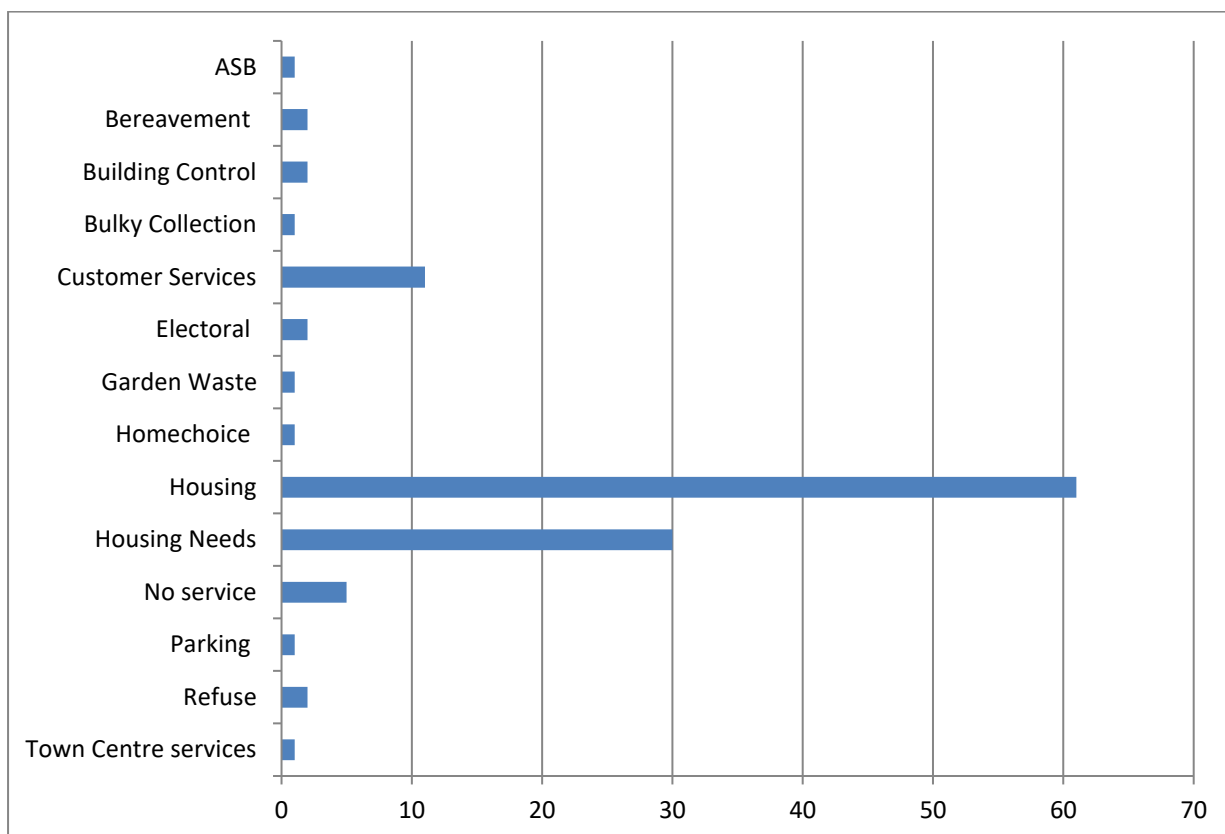
## Customer Feedback Cards

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### Summary results for the period 1 April 2016 to 31 March 2017

During the period 1 April 2016 to 31 March 2017, 122 completed cards were received. A breakdown of service area and satisfaction rating is below.

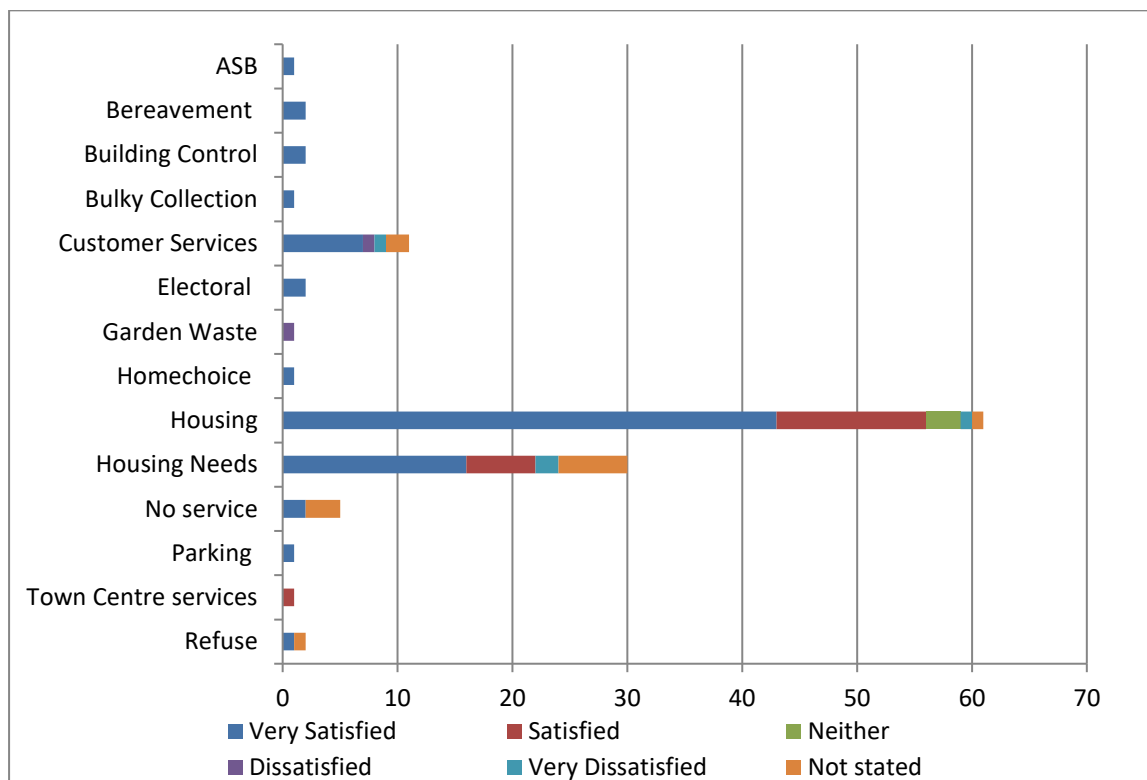
#### 1. Total completed cards received from individual service areas.



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2. The chart and table below show satisfaction ratings by service area.

(NB the total number of cards differs slightly from that in the previous chart as not all respondents gave a satisfaction rating)



	Very satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Not Stated
ASB	1	0	0	0	0	0
Bereavement	2	0	0	0	0	0
Building Control	2	0	0	0	0	0
Bulky collection	1	0	0	0	0	0
Customer services	7	0	0	1	1	2
Electoral	2	0	0	0	0	0
Garden waste	0	0	0	1	0	0
Homechoice	1	0	0	0	0	0
Housing	43	13	3	0	1	1
Housing needs	16	6	0	0	2	6
No service	2	0	0	0	0	3
Parking	1	0	0	0	0	0
Refuse	1	0	0	0	0	1
Town centre services	0	1	0	0	0	0

### 3. How do you think the service could improve?

#### Customer Services

- Make sure all dept do the same
- Was answered she wanted to know if staff have been cut
- Receptionist must think
- In applying for bus pass – it should be taken in at the reception
- More staff like this

#### Housing

- communication more to find out what going on
- Taking more into consideration , customers needs
- Look after the excellent staff
- can't think of anything
- support with tenancy
- Face to face meeting not speak to someone you cannot see and not made to feel worthless by reception staff
- Answer the phones quicker
- Get property in very poor conditions there is not permitted to isolate shower
- just keep being friendly
- just keep up the good work
- All ready very improved.
- Take off local connection as it stops people getting a property quickly
- as kindly people in Boston council
- some people are coming with children so one toy per consultation room would be nice
- check more thoroughly as needed repair people 3 times for new house
- Reduce the rental charge
- I don't now I have always been happy with my dealings with Mayflower
- Everything went well
- I think you have a good standard of service

#### Housing Needs

- All the best to future
- If all serves as I was there is nothing to improve on. Top marks. Thank you for looking after me.
- Maybe a little quicker in response.
- The service is excellent already
- As far as we are concerned nothing as the service we have received has been excellent
- Keep customers on the register after they are housed. So we can bid without need to fill in forms would save us time. Plus would it not save time.
- Be able to obtain contact by phone not online.
- Better housing
- Want rehousing from Broadfield Lane.
- Be able to obtain contact by phone not onine.

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- Better housing
- Want rehousing from Broadfield Lane
- Keep doing what you are doing
- Don't like 20 Broadfield lane ad don't like area
- Maybe could be a translator
- Want more from 20 Broadfield lane area

#### Refuse

- It is good now
- Collect bins in Tattershall Road

#### Town Centre Service

- At very busy periods another person to help on front desk

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