



# Satisfaction survey

Dear Mrs Kebby

NHBC is a non-profit distributing company that aims to improve standards in the house-building industry and protect the interests of purchasers of new homes. Please assist us improve our service by completing this form.

Completion of this form does not in any way affect your statutory or common law rights and it will remain NHBC's responsibility to ensure the works have been correctly undertaken.

**Claimant:** Mrs C Kebby

**Claim reference:** 10/30341

**Address:** 14 Glenney Close, Lee-On-The-Solent, Hampshire, PO13 8FD

**Works order date:** 2 July 2010

12 AUG 2010

I/We confirm that the works carried out by **Sis Construction Ltd** have, to the best of my/our knowledge, been satisfactorily completed.

Please circle the number that best reflects your views, using the following guide:

	Poor	Less than satisfactory	Satisfactory	Good	Excellent
NHBC NHBC's speed of response to enquiries and/or problems	1	2	3	4	5
The service provided by NHBC	1	2	3	4	5
<i>Sis Construction</i> NHBC's communication regarding progress of your claim	1	2	3	4	5
Contractor The service provided by the contractor that carried out the repairs	1	2	3	4	5

**Please add further comments:** *An excellent efficient service, thank you very much. The scaffolders & 3Bs workers were top class*

**Name:** *C M. KEBBY* **Signed:** *C. Kebby* **Date:** *16 Aug 2010*  
(Please print)

Please hand the completed form to the contractor to return to NHBC, or send directly to:  
NHBC Claims, NHBC House, Davy Avenue, Knowlhill, Milton Keynes, Bucks, MK5 8FP