London and Kent Construction Ltd Customer Review

We would like to thank you for letting London and Kent Construction Ltd undertake works at your home. To improve our services, we would be very grateful if you could take 5 minutes to complete our customer review form. Don’t worry; we will keep it short and simple.

Customer Name: Franck Robert, 147 Castlewood Drive, Eltham

Please give a rating between 1 and 5

1. Appalling 2- Bad 3- Average 4- Good 5- Excellent

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| --- | --- |
| How would you rate your experience with London and Kent Construction? | 4.5 |
| Punctuality of tradesmen? | 5 |
| Quality of work? | 4 |
| Cleanliness onsite? | 5 |
| Communication between yourselves and tradesmen onsite? | 5 |
| Communication between yourselves and office staff/management? | 5 |
| Would you recommend us to a friend? | 5 |
| Overall rating | 4.5 |

Any additional comments? What do you feel we could do to improve our service to our customers?

London and Kent core team is very good but slightly let down by your trade contractors, such as the plasterers. On the plus side, we were very appreciative of the care and effort you made to keep us as comfortable as possible, for as long as possible, during the works. We would be very happy to work with you again. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Positive and negative feedback is greatly appreciated to help us improve our services to our customers.

Thank you!