



BABERGH DISTRICT COUNCIL

ENVIRONMENTAL SERVICES DIVISION

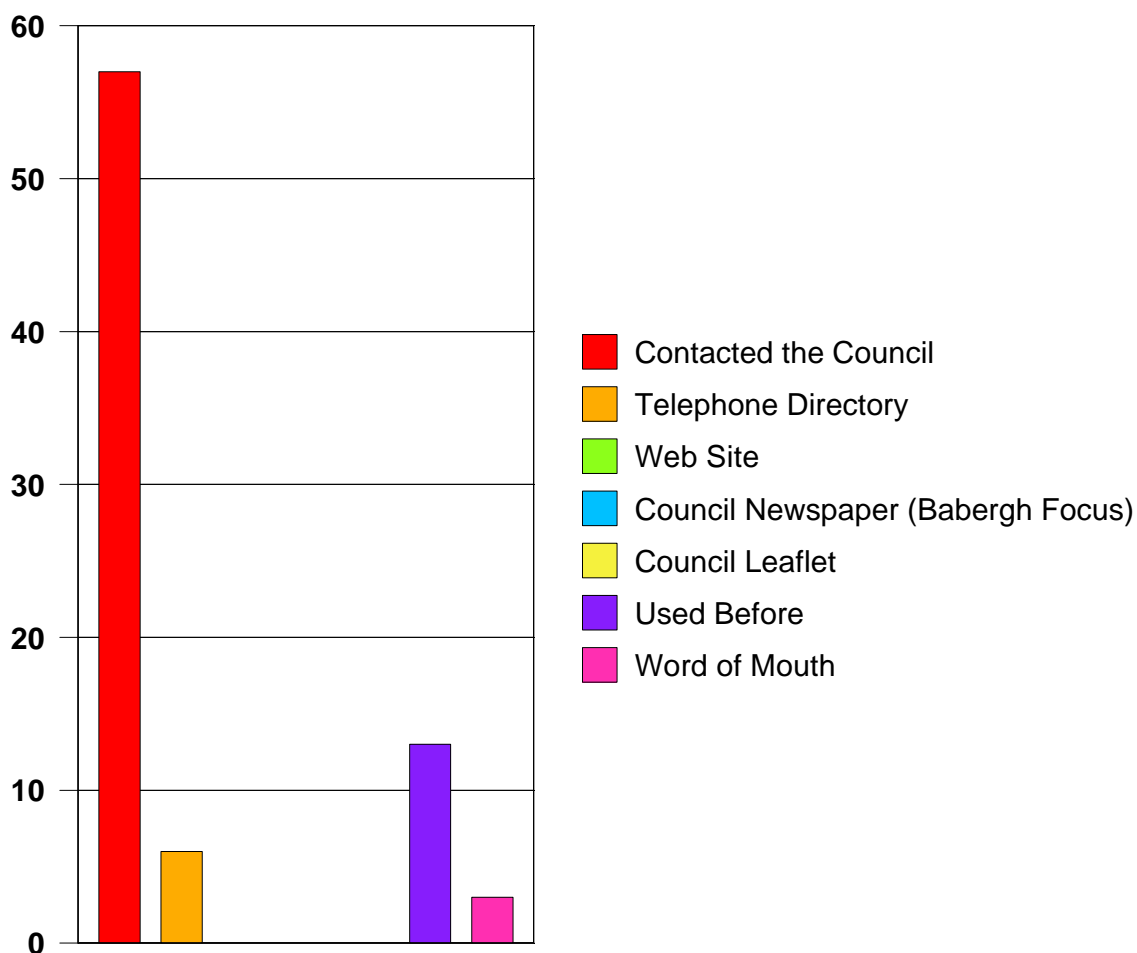
PEST CONTROL SATISFACTION SURVEY

3RD ROUND ANALYSIS (JUNE 2002)

Total number of 77 questionnaires received.

Q1.

How did you know about the Council's Pest Control service?

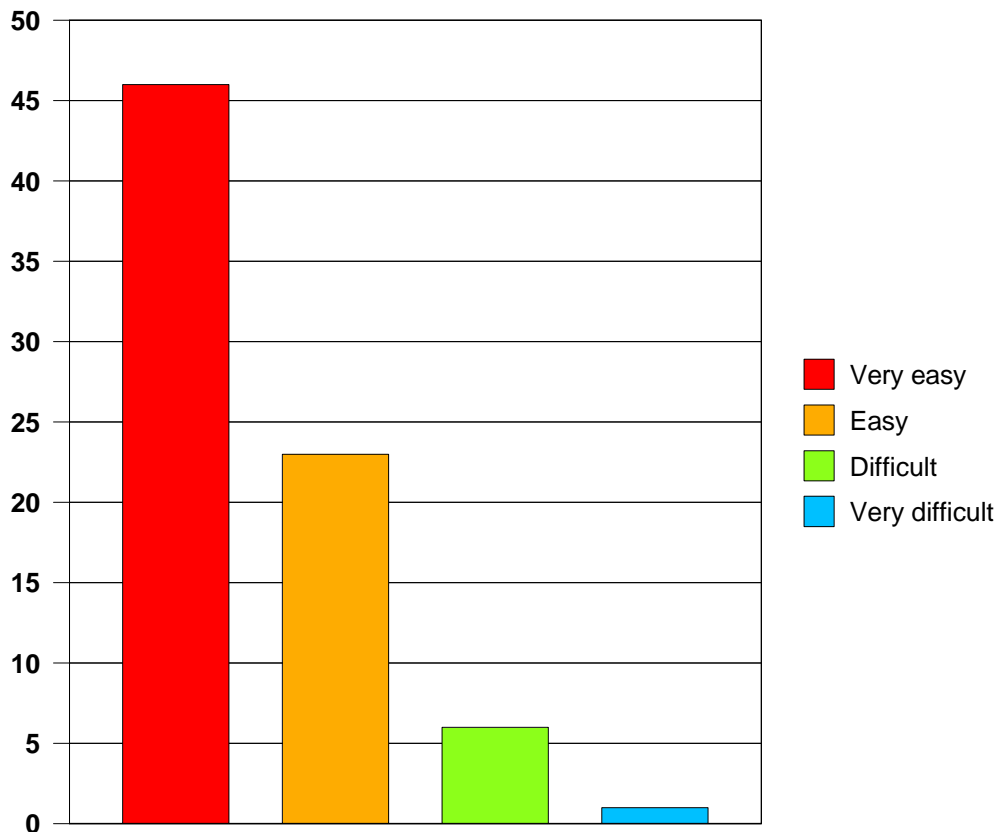


Other (please state)

➤ Neighbour

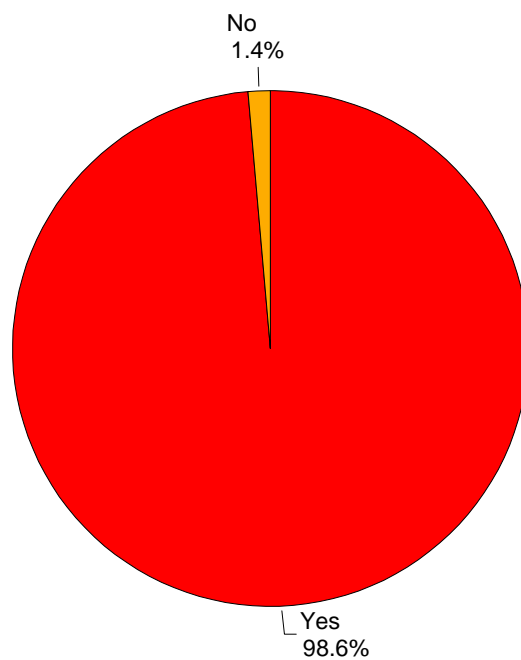
Q2.

How easy was it to contact Cannon Hygiene?



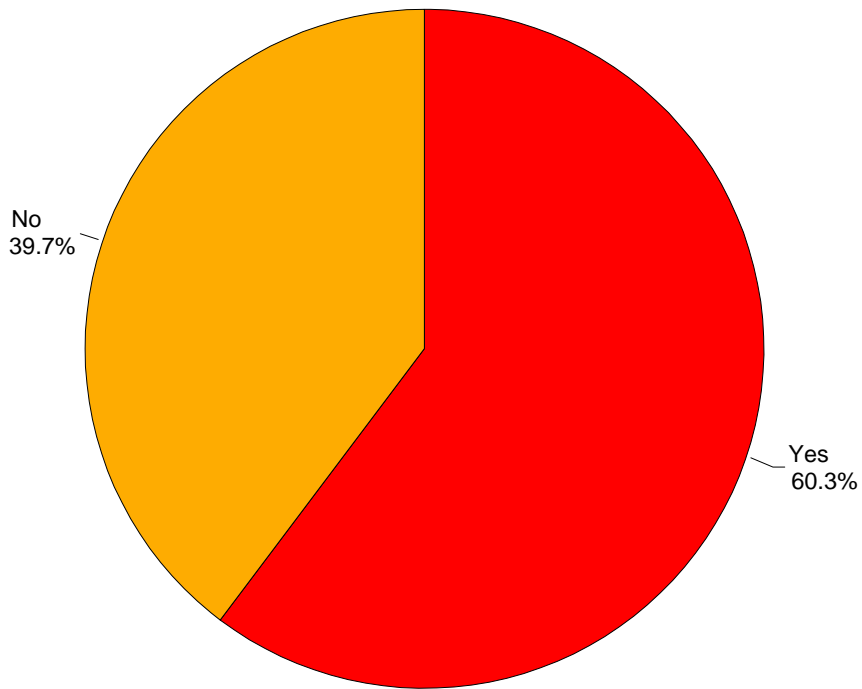
Q3.

Were the staff taking your call at Cannon Hygiene friendly and helpful?



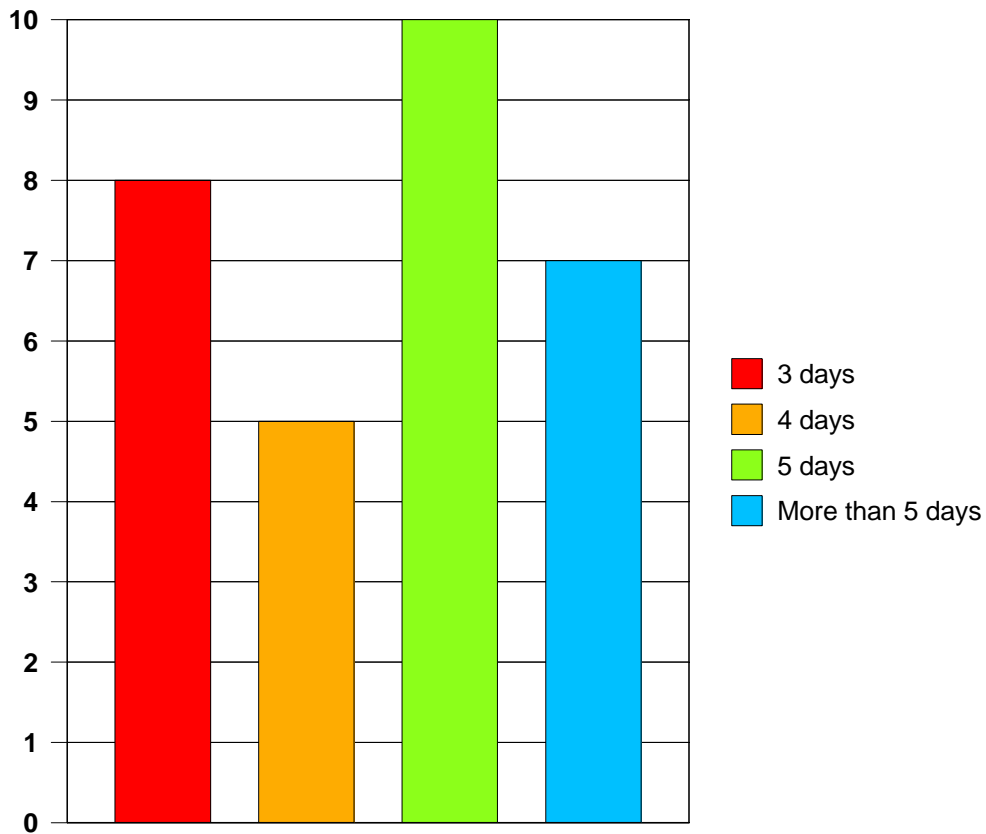
Q4.

Did the Pest Control Officer respond to your complaint within 2 working days?



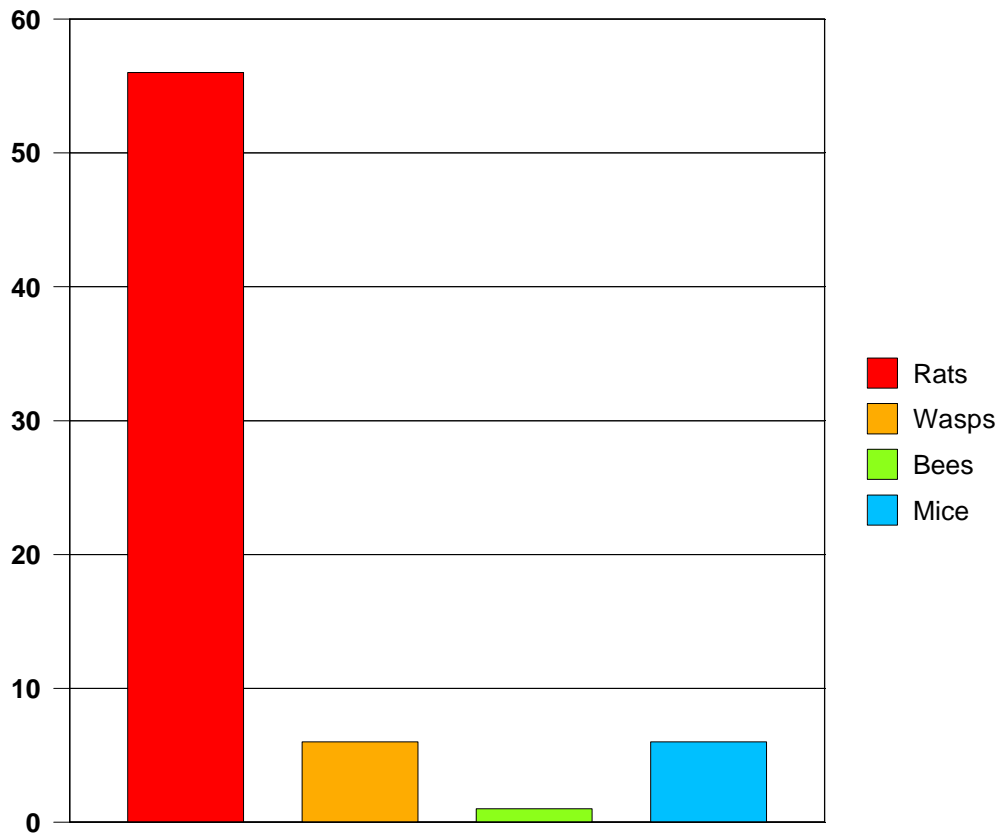
Q5.

If not, how soon did they respond?



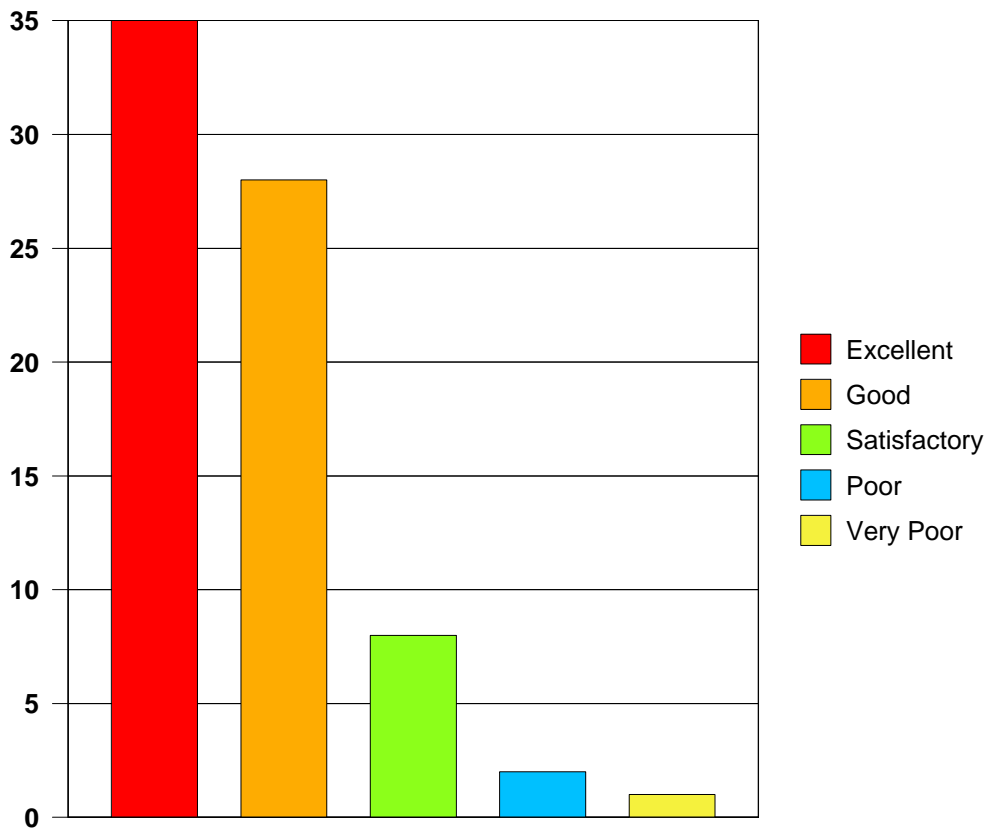
Q6.

What type of pest was treated?



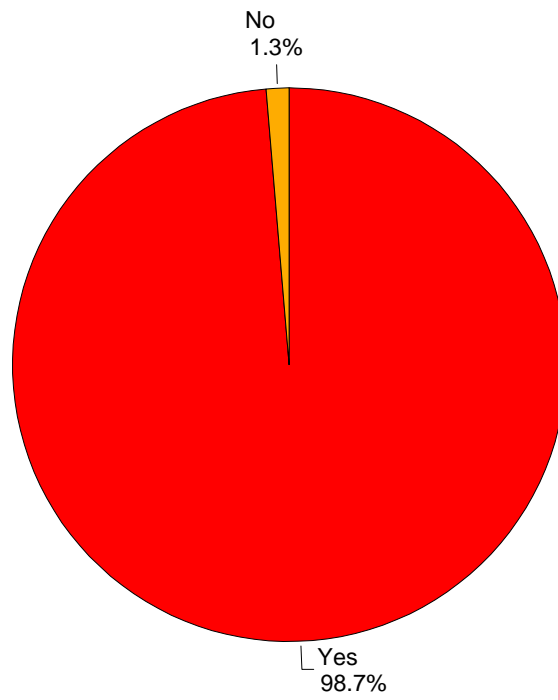
Q7.

How would you rate the treatment?



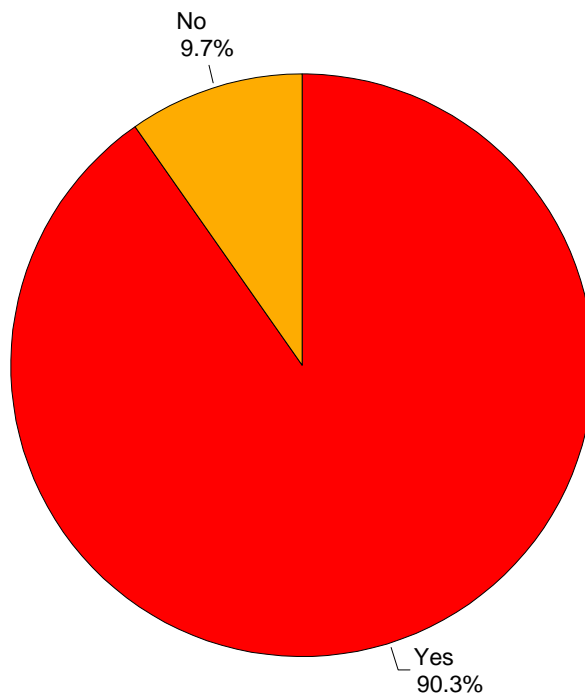
Q8.

Was the Pest Control Officer polite and courteous?



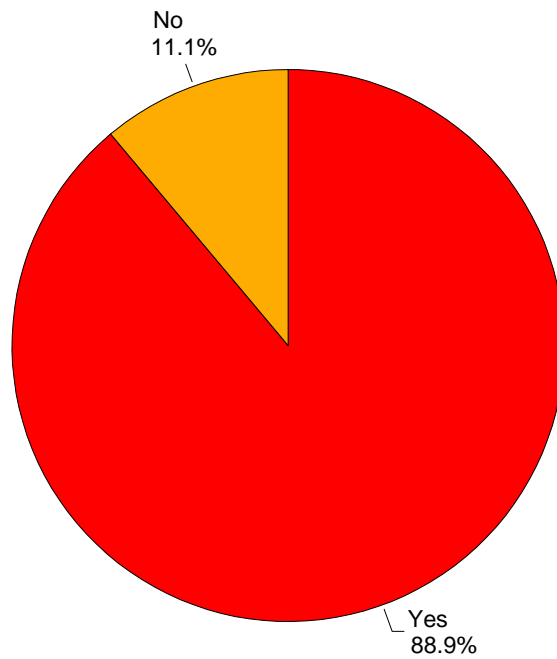
Q9.

Were you given advice on the treatment used?



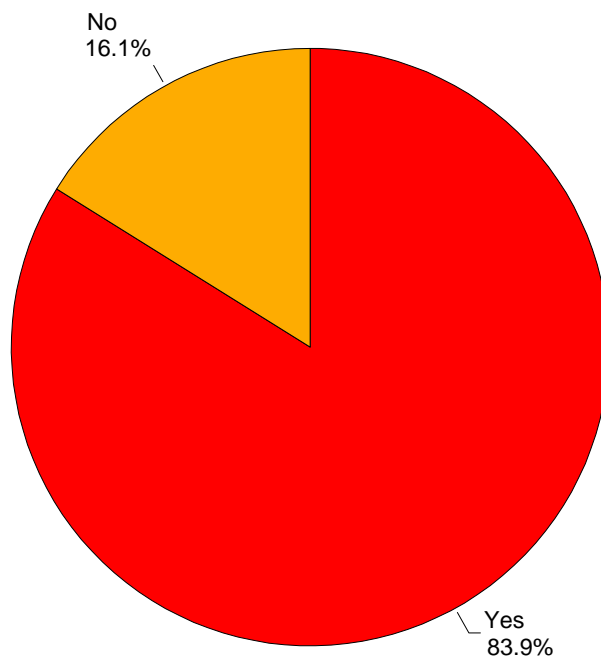
Q10.

Were you left a Householder Safety Advice Sheet on the treatment used?



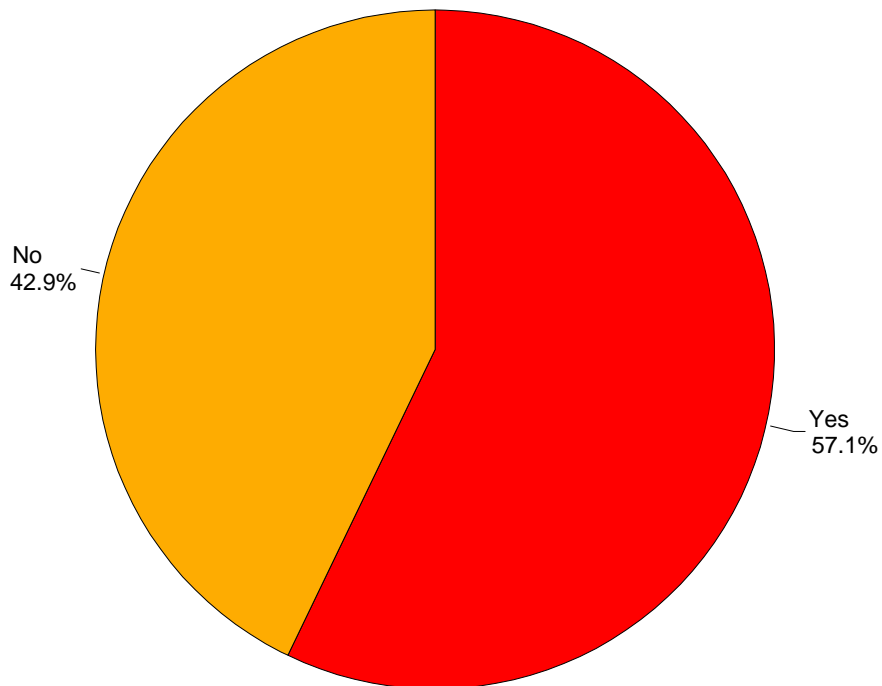
Q11.

If you had treatment for rats or mice, did the Pest Control Officer return to monitor the treatment when he promised?



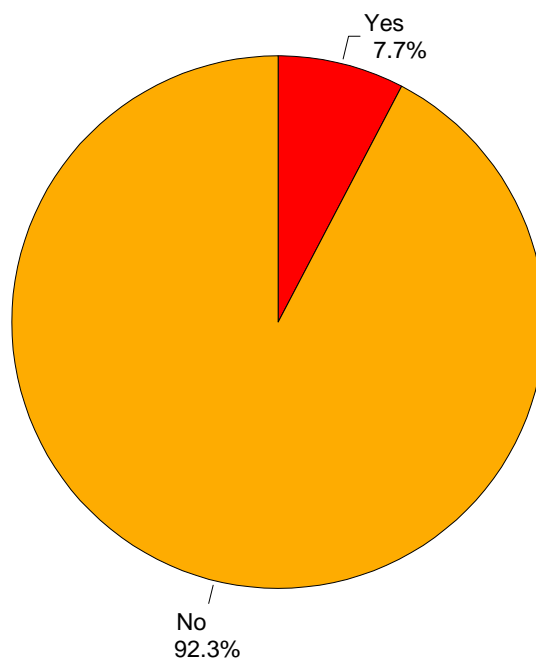
Q12.

If a poison bait was used, did the Pest Control Officer remove it at the end of treatment?



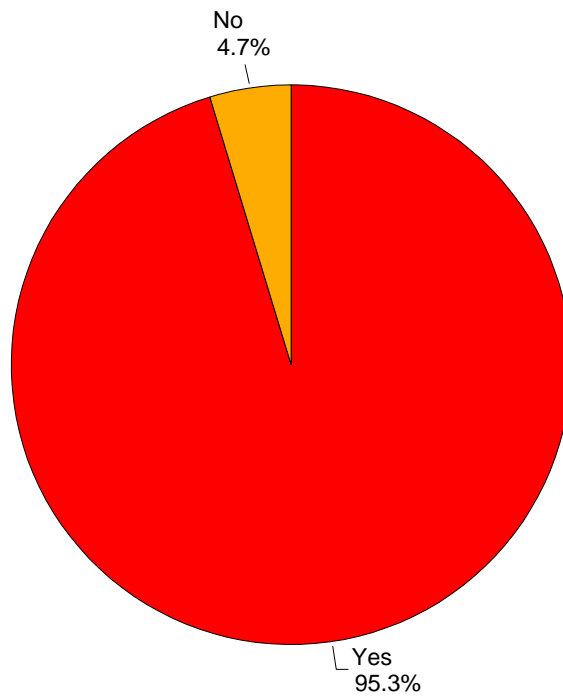
Q13.

If No, were you sent a letter asking you to contact Cannon Hygiene to arrange for the removal of the bait?



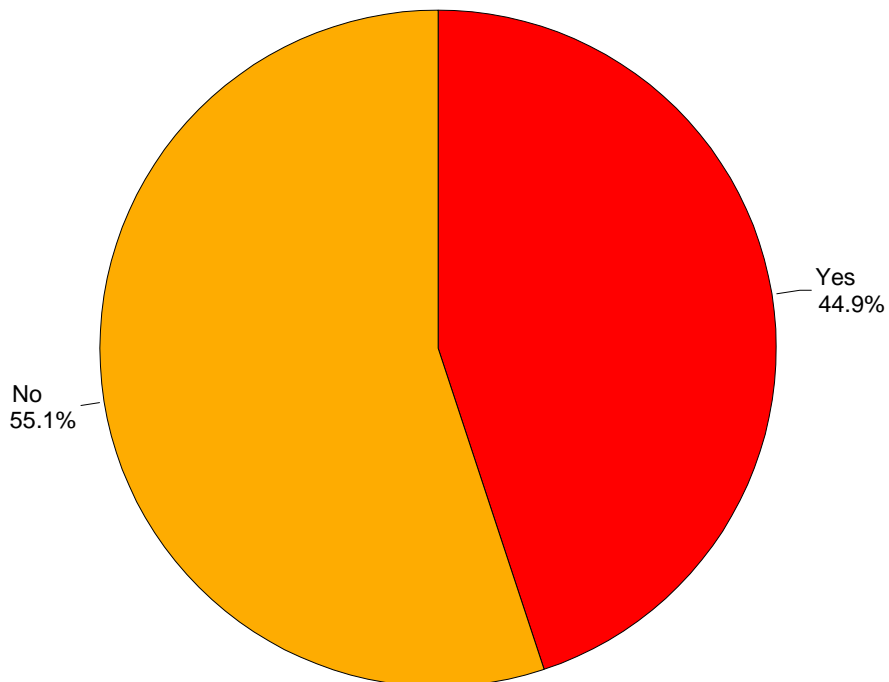
Q14.

Was the pest control treatment successful?



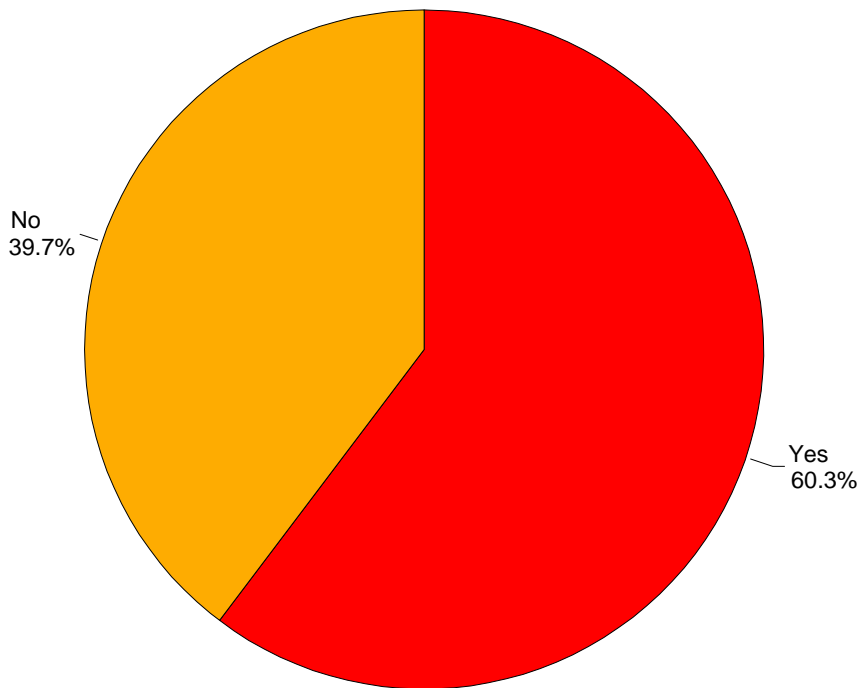
Q15.

Did you know what level of service to expect?



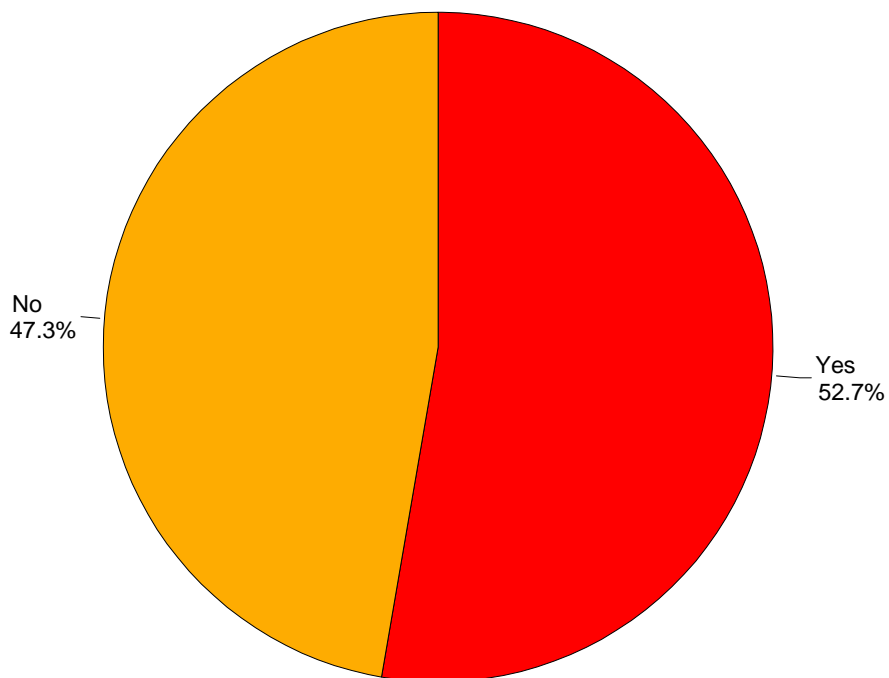
Q16.

Were you issued with a leaflet entitled "What To Expect From The Pest Control Service"?



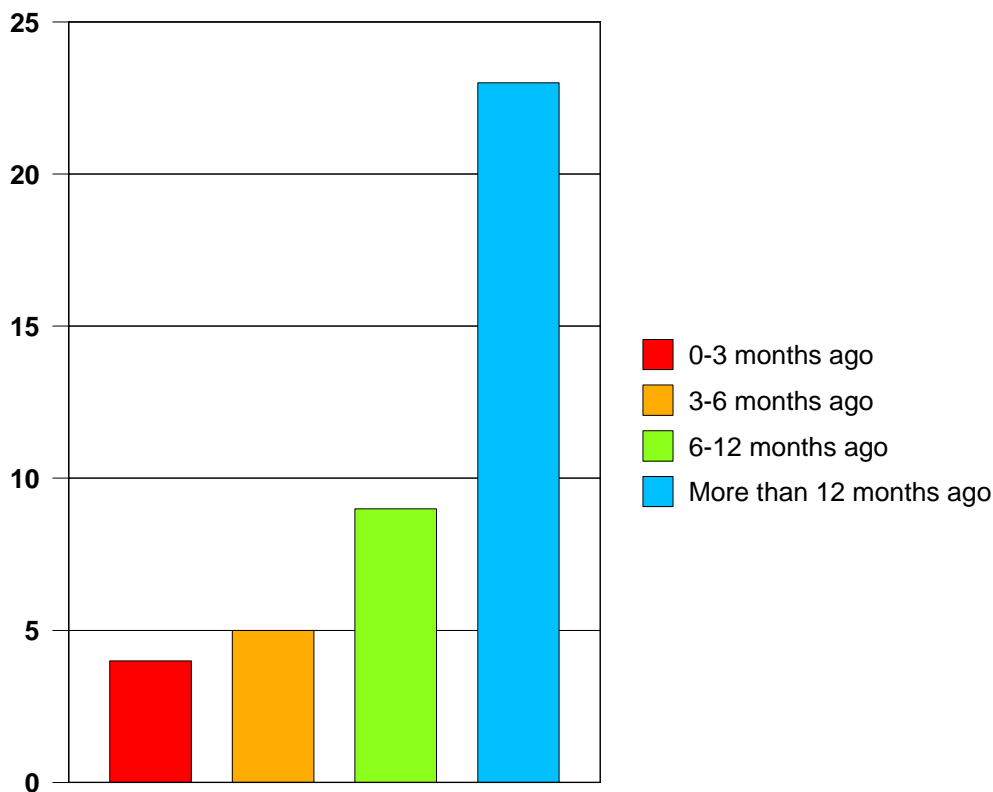
Q17.

Have you had a previous Pest Control treatment for this type of pest?



Q18.

Have you had a previous Pest Control treatment for this type of pest?



- Q19. ➤ I could not fault the service given by Cannon Hygiene employees - very good staff.
- Suggest that messages left on answer machine are responded to or that you check that the machine is working correctly!!
 - Good, but we had to remind about follow up visit.
 - I think they should come out to check how the treatment is doing and not wait for us to ring them.
 - The rats had vacated their hole before the man arrived and he pointed out to me how he knew this.
 - Advice on what to do after the treatment
 - A really rate service
 - Very satisfactory, nothing to add to above.
 - Any problems seemed to be from staff shortage.
 - The service provided was 1st class.
 - Tried to charge more than £25
 - Ref Q8 - One older man was rather surly but other than that they have been very good.
 - Change to another firm. Very unreliable, we had to phone every time to make a return visit and had to wait 2 weeks every time.
 - It seems OK, just operators seem very vague.
 - Could have been more office to customer contact. I had to do the phoning on occasion to find out what was happening. Possible lack of communication your end.

- The control officer was very courteous and knowledgeable.
- No treatment as my neighbour killed pest with a fork. Only one pest reported, no more seen. Good advice given as beginning.
- We need further treatment!
- Appointment system poor. 1st slot over one week, and only given am or pm. Assumes one can always be available. 1st visit never materialised, total with a second came to 1.5 days of time for a self employed person. My cost - £650+++. Unacceptable these days.
- Just leave this excellent service as it is.
- Excellent service.
- This time was very good, but previous contact in Nov 2001 was very poor - did not turn up etc.
- Greater flexibility in "out of hours" visits. Having taken 1 days leave to meet with officer (initial visit cancelled due to officer's ill health). It then became very difficult to find another day.