

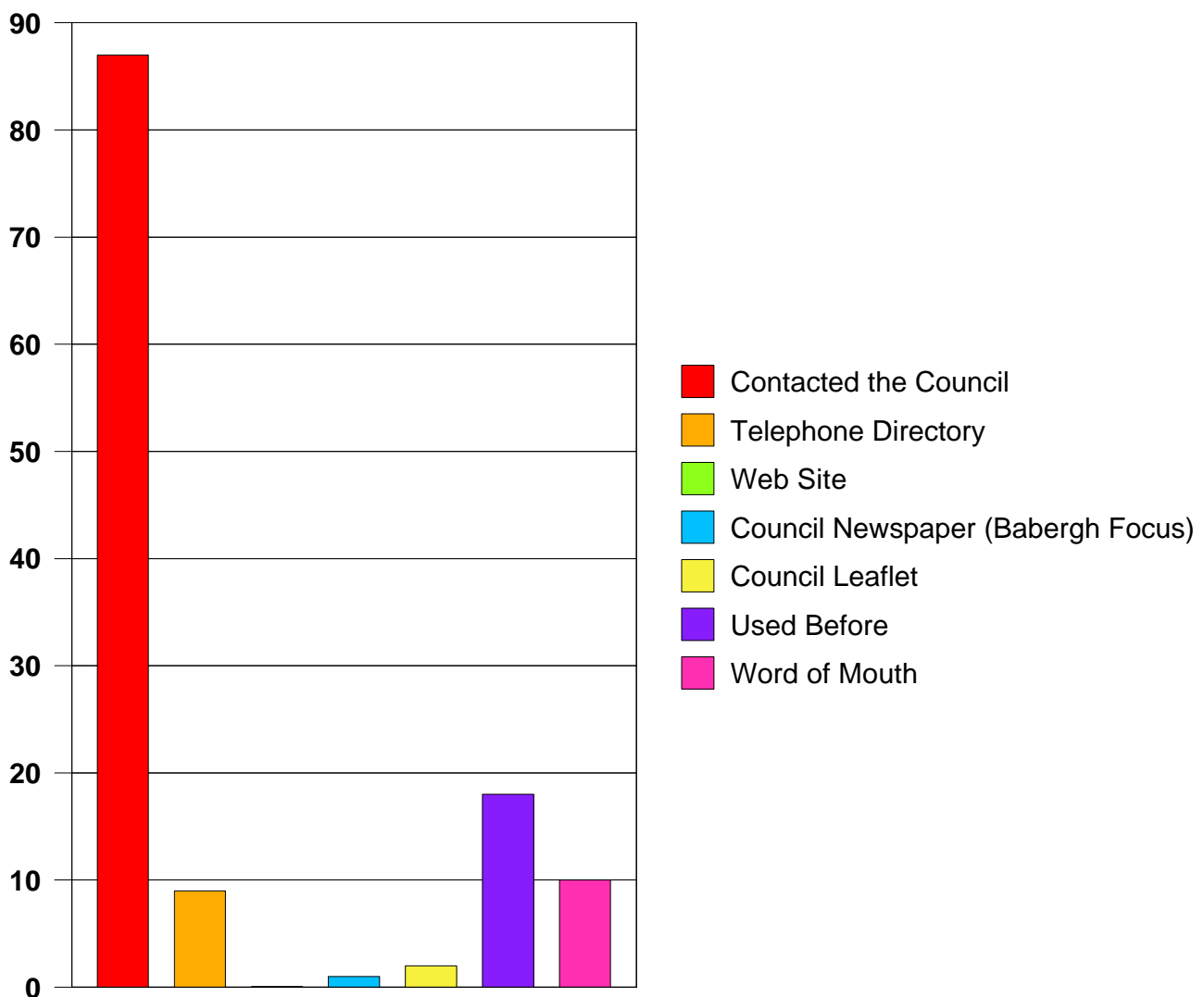
# PEST CONTROL SATISFACTION SURVEY

## ANALYSIS

Total number of 121 questionnaires received.

Q1.

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

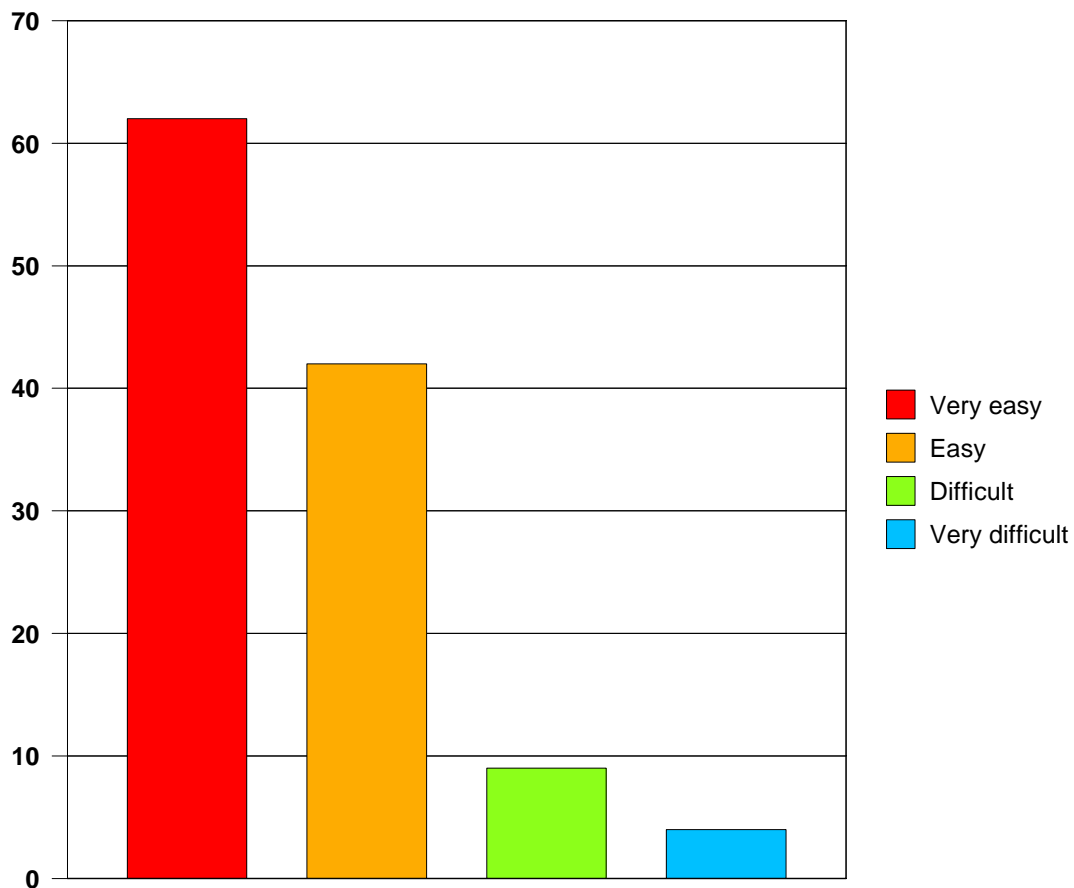


Other (please state):

- Advised by neighbour who had used the service
- Neighbour suggestion

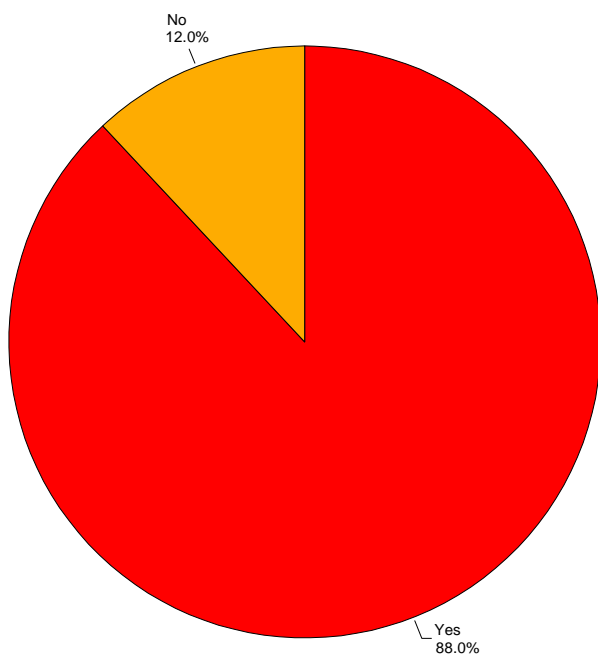
Q2.

How easy was it to contact Cannon Hygiene?

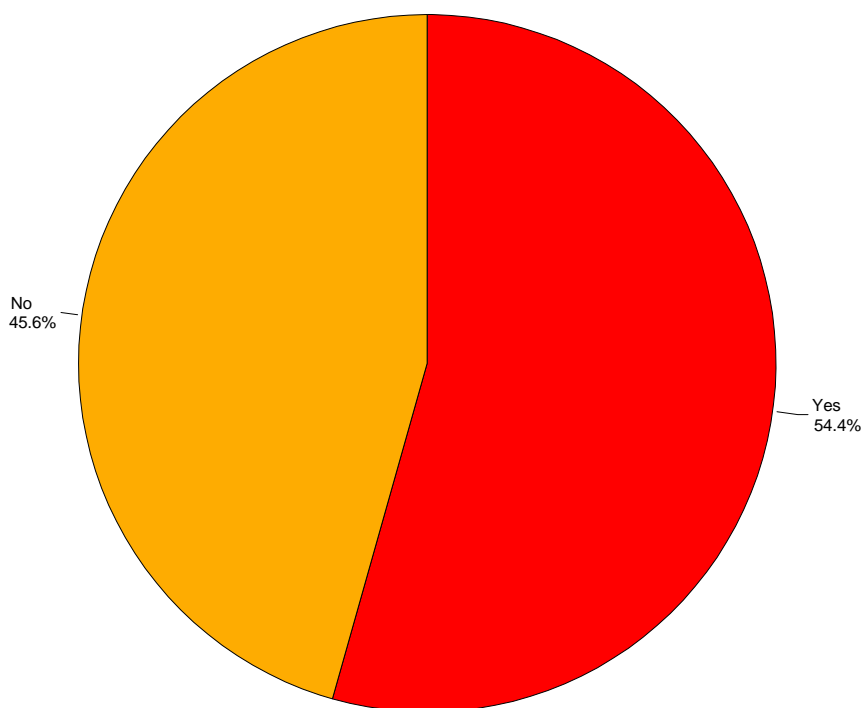


Q3.

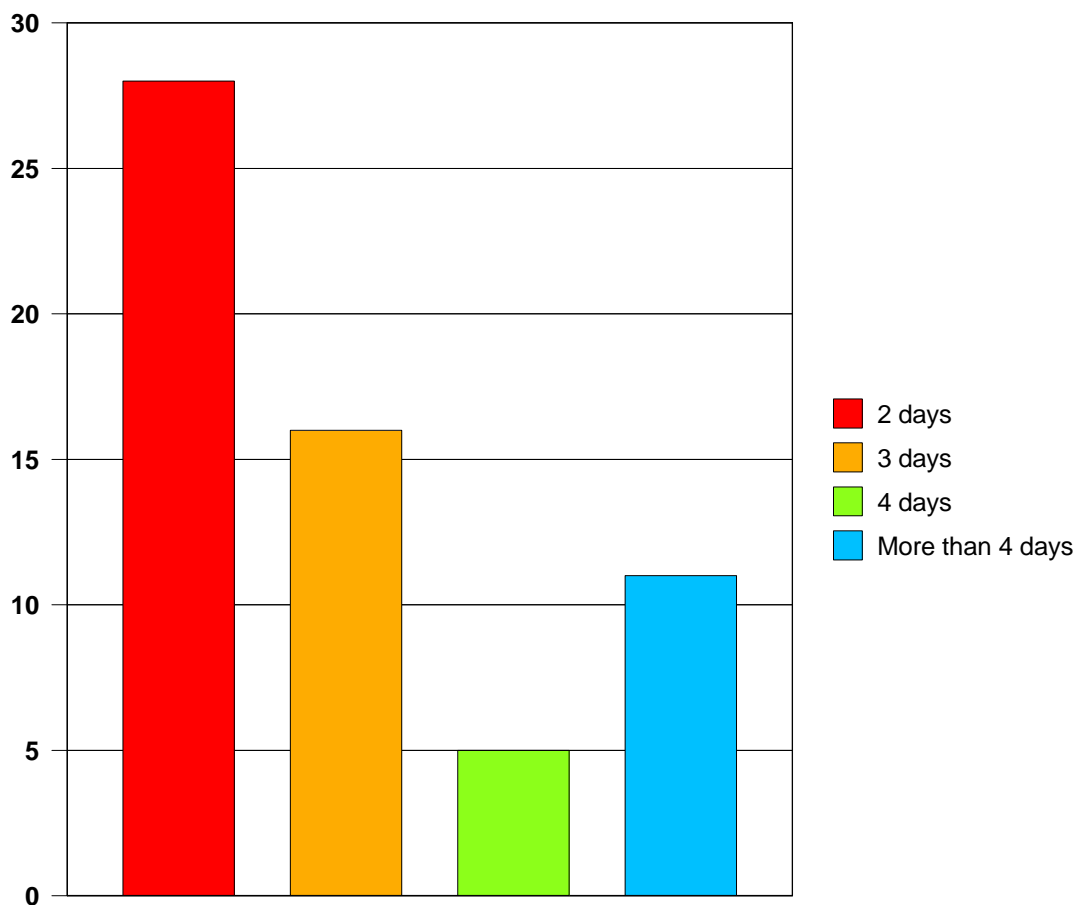
Were the staff at Cannon Hygiene friendly and helpful?



Q4. Did the Pest Control Officer respond to your complaint by the next working day?

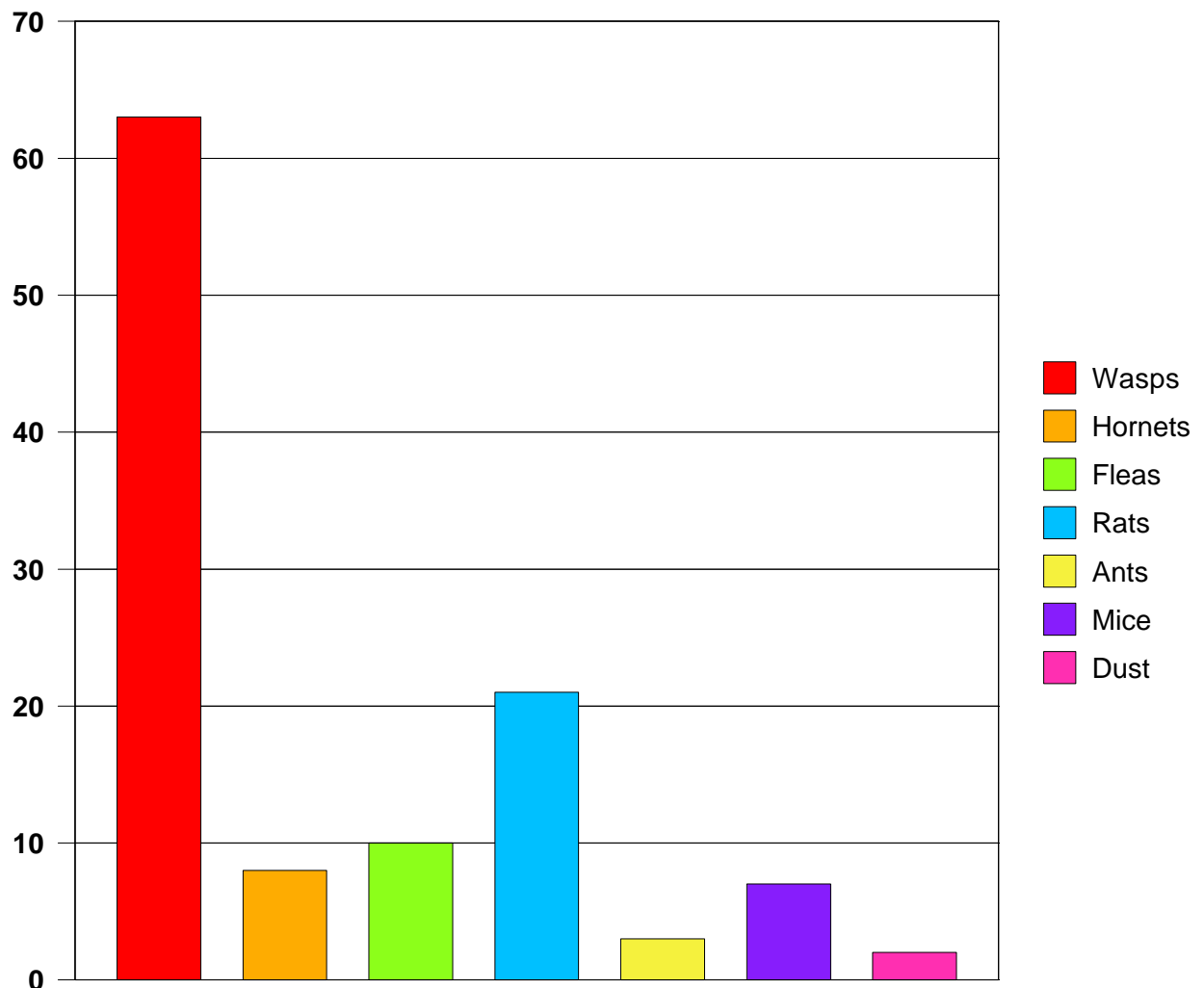


Q5. If not, how soon did they respond?



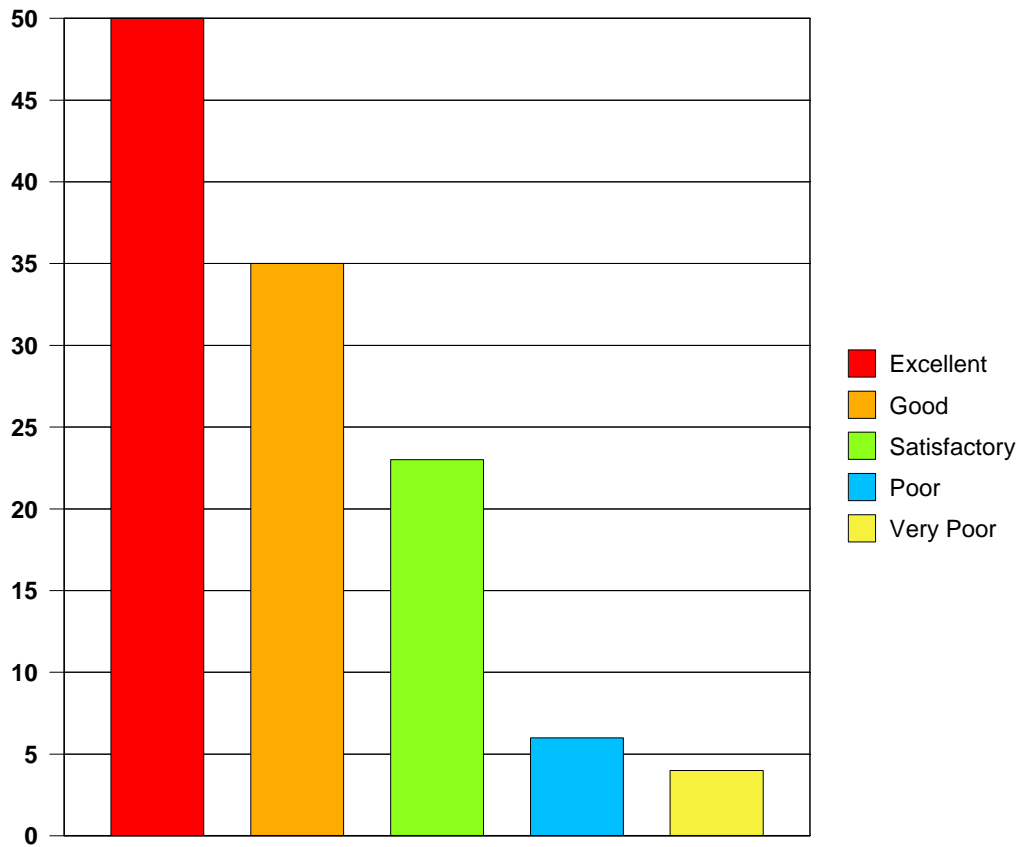
Q6.

What type of pest was treated?



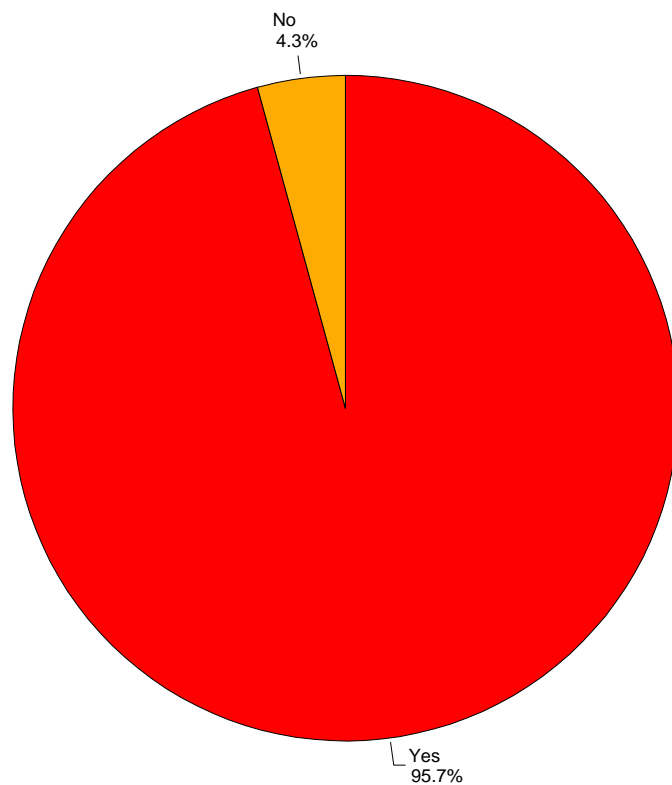
Q7.

How would you rate the treatment?



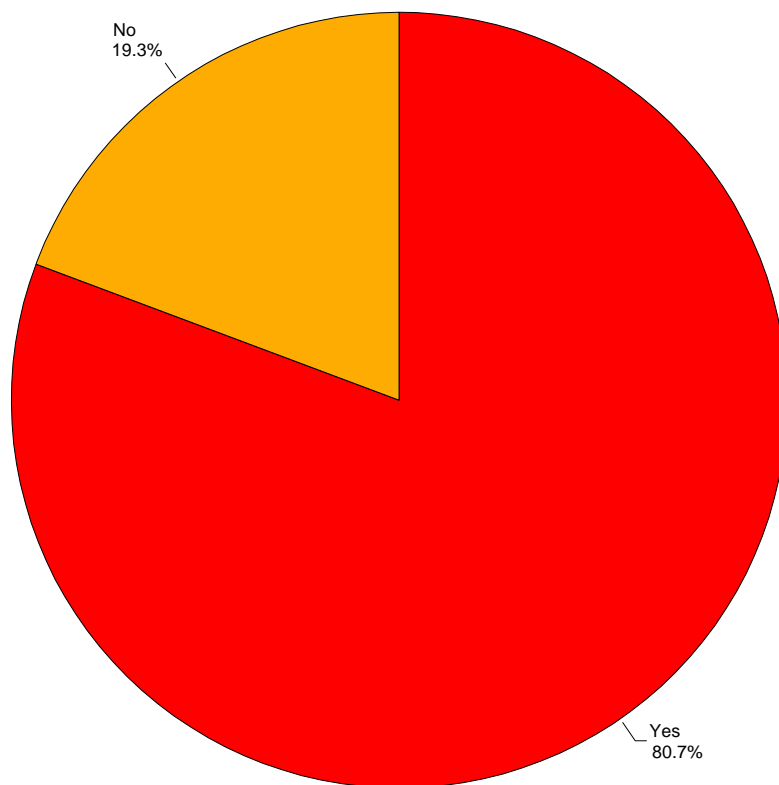
Q8.

Was the Pest Control Officer polite and courteous?



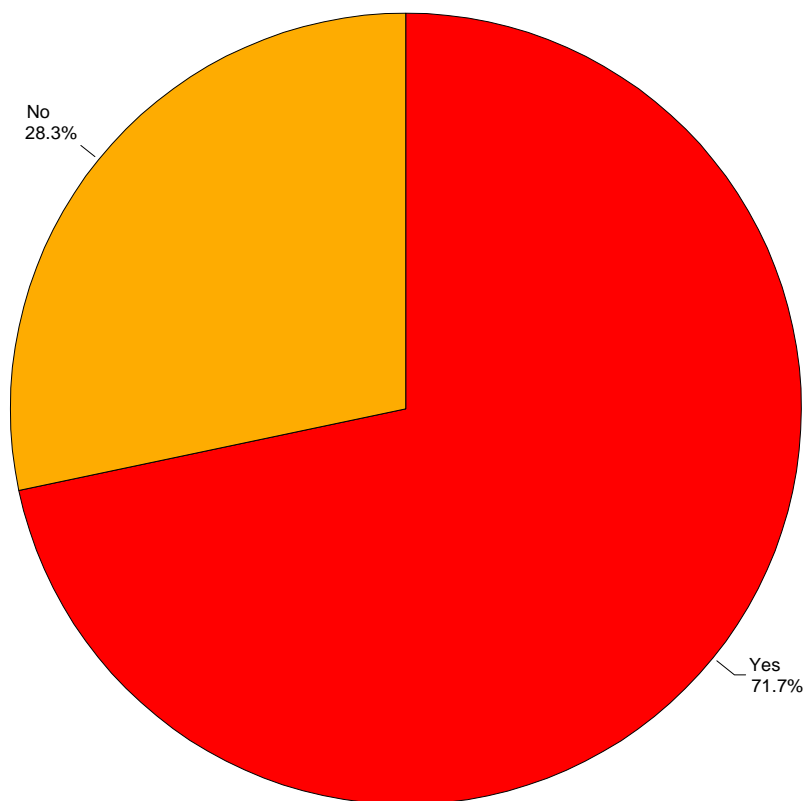
Q9.

Were you given advice on the treatment used?



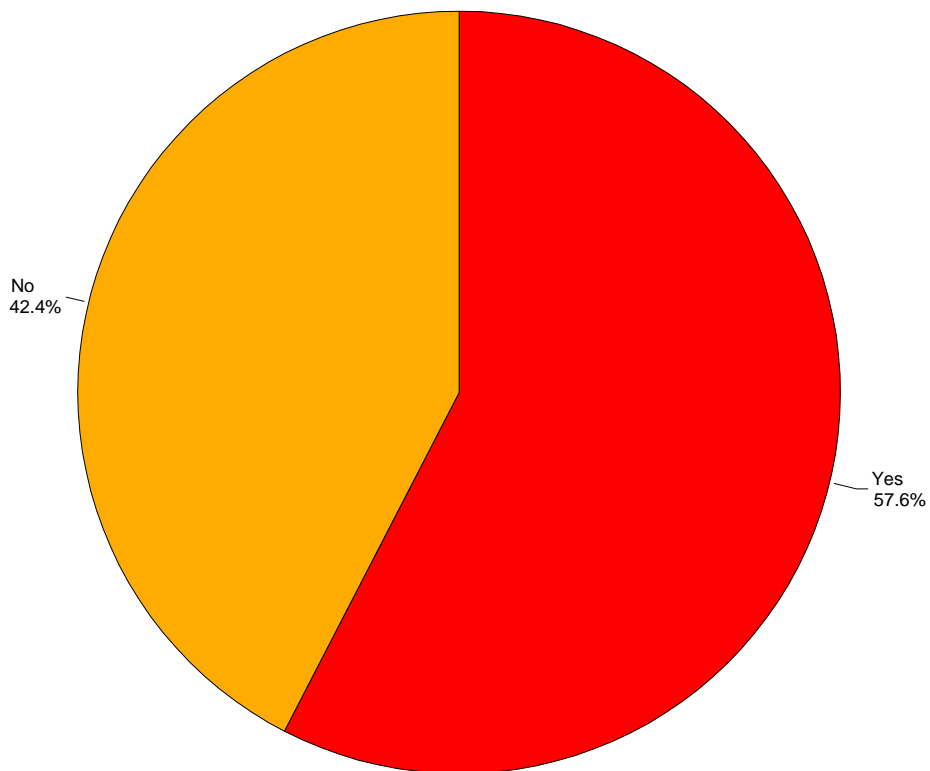
Q10.

Were you left a safety leaflet on the treatment used?



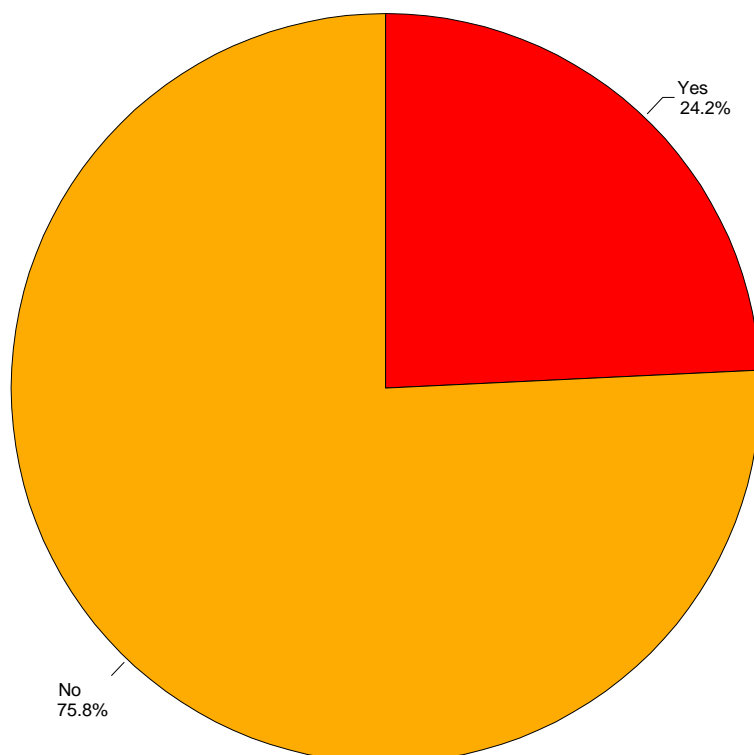
Q11.

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



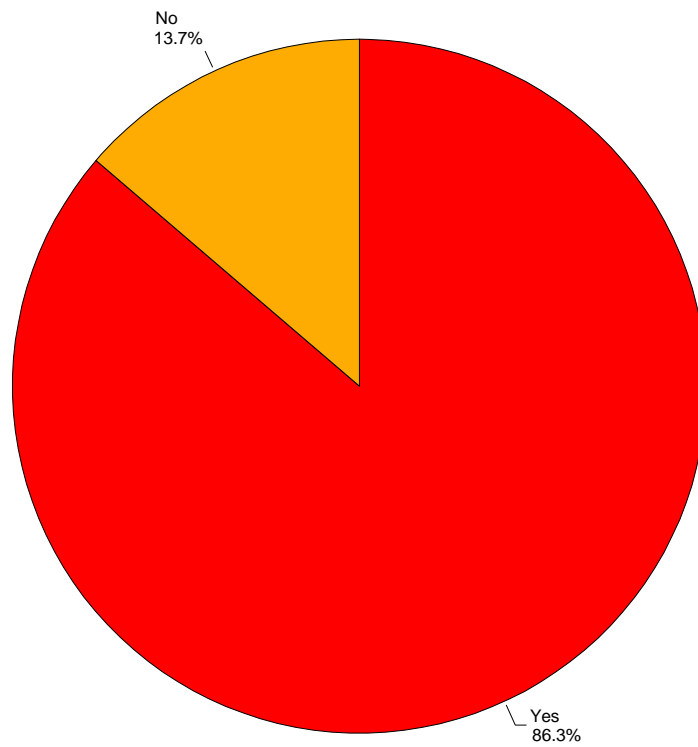
Q12.

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



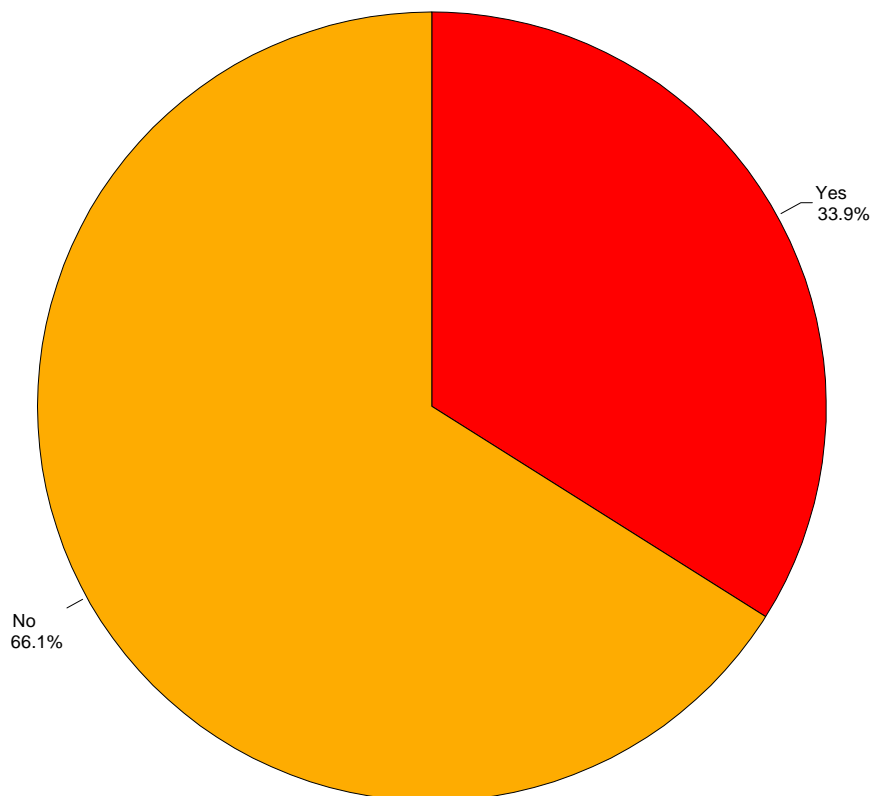
Q13.

Was your problem resolved?

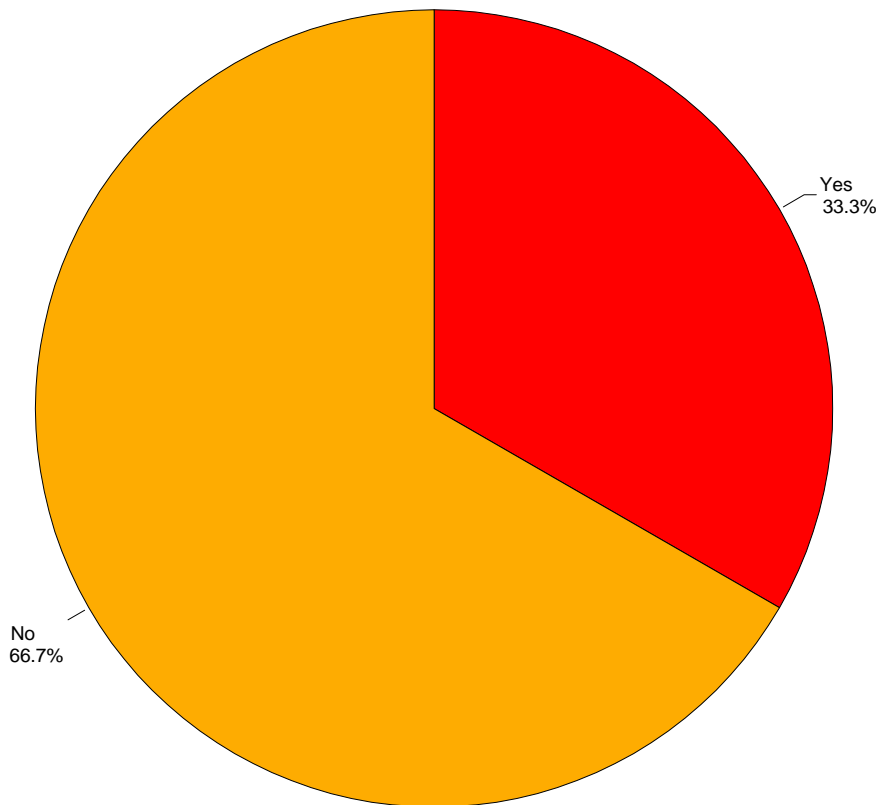


Q14.

Did you know what level of service to expect?



Q15. Were you issued with a leaflet entitled "What To Expect From The Pest Control Service"?



Q16. **Do you have any comments which may help to improve the pest control service?**

- Excellent service and competitive price. Good value for money.
- Did a good job - quite professional
- Person booking appointment needs more knowledge on the service provided. I was not told to clear floors before treatment - this was an inconvenience
- At no point during the telephone call did the Receptionist say that people on benefits did not have to pay. It was only after the Officer had gone and I had been given the papers to read I saw this was not so. Folk should be told prior to treatment.
- More information to your staff as no-one seemed to know this service was available to us
- Excellent - retain Cannon Hygiene
- Would not recommend Cannon Hygiene. On original booking: told the Officer did not have the right equipment - re-booked a 3rd appointment for following week, having cancelled a 2nd appointment at short notice
- I was very satisfied with the work carried out.
- At the time of requesting the service I had to make 4 phone calls and was given 3 appointments. The office did not seem to know what the controllers times were and it was said that the office was changing systems. Each department seemed annoyed with the other.
- The service was very good. The price at £25 was too high. He was here for approx 10 mins.
- Happy with service given.
- Making it a local service or by making sure that Cannon Hygiene staff know the area they are dealing with. When I informed them that I lived in Ipswich I was asked what village was that near.
- I contacted BDC on 24/8/01. I was informed Pest Control Officer would call on Tues 28/08/01. Informed you as no-one came as above. On next date given to me Babergh left my phone number, Cannon then rang and came on Tues 3/09/01.

**Q16. Do you have any comments which may help to improve the pest control service?**

- Staff at Cannon Hygiene helpful but the pest control officer failed to turn up twice and I had to make several calls to ensure that he came. On the 2nd occasion, pest officer claimed to have knocked at door but he had not been as I had been in house all PM and no card was left
- It would help if the staff actually knew how the office was ran and gave customers the correct information.
- Thank you for a good service. Perhaps you should ask for this questionnaire to be completed in 1 month and not ASAP (too soon to answer Q11, 12, 13)
- I was very pleased with the service. I had to re-use the company the next year to prevent a further infestation due to modern farming practices. Again, the service was excellent.
- Very helpful - informed me of what measures to take
- The service was quick and very efficient.
- Prompt & satisfactory
- They left poisonous white powder all over the place. Inside the window sill and all over the roof where my kitten sometimes wonders.
- I had to take time off work in order to be there when they treated the wasps nest, even though it was outside and clearly accessible. This was a problem, together with the fact that they could not give me a time when they would attend - it was "afternoon after 12 and before 5", which meant a whole day away from work. I would have thought an appointment time was achievable in 2001 and I certainly require this when dealing with other tradesman. Also expensive.
- Perfectly satisfactory.
- Staff: I was told to have the day off work to wait for them! Appointments need to be within one hour range - not AM or PM.
- We don't get the impression they know how to ease the mice situation with modern treatments.
- Thank you very much for your service.
- £25 seemed a lot for 5 minutes work time here - especially as another nest was treated just a few doors away
- Because I could not arrange suitable day/time directly with the operator, it was extra frustrating when he did not turn up and had to re-phone to arrange.
- No information given on the treatment to be used, mess from spray not cleared up
- Fine but seemed a bit expensive for time taken
- Very satisfied, work well done
- Reduce the cost!
- Now that a fee is payable, one should be informed on the number of calls it covers
- The first appointment I made was not kept and I had to chase Cannon Hygiene by phone to get them to come for the second appointment within the agreed time frame. When the pest control officer arrived he was described as "miserable" by my mother.
- I would be interested to know more about the dangers of the poison - particularly of any residue left in the house - we are still living here!
- I was a bit surprised he did not return at the end of treatment - he always did before. They told me on the phone to put the bait box in the bin.
- No comments at the moment, but I am concerned about the garden at 8 Mill Green, Edwardstone. It is in a very bad state - I already had one mouse in my house which did damage and I fear that there might be rats coming in the winter.
- Communication levels poor between depot and on-road staff. When here took less than 10 minutes to treat spacious/large 3 bedroom property. Unsurprisingly no improvement has been noticed.
- It does seem ridiculous that the Pest Control Officer had come from Clacton and was "in Sudbury once a week"
- They say they are coming on a certain day, can never give you any idea of time, you wait until 4.30, ringing - find out he is not coming for some reason
- The bait was put down on 23/07/01 and is still here. I have had to get someone to pick it up as I am disabled and I also have a dog. Would you please tell me what to do with the bait?
- They never turned up - use someone else!

**Q16. Do you have any comments which may help to improve the pest control service?**

- It would have been helpful to have a leaflet setting out details of the treatment and with a local telephone number to contact to make further appointments
- I reported a rat in my house 6 weeks ago - it is still here! I am 91 years old, disabled and have to sleep downstairs. I am at the end of my tether with this business. I am worried about the health problems related to this. Please help me with this awful problem.
- I believe that £25 is too expensive for destroying a wasps nest
- I did not see the person so I don't even know if they turned up
- So far I have been let down 3 times, when I have phoned to arrange the office seems very vague as to why the visit didn't happen. More information re: health hazards caused by both rats and poisons. Advice on keeping rats to a minimum level. Better communication between office and pest control officers.
- We gave location instructions to the young lady at Cannon, also for him to call after 2pm but she failed to pass this information on to the pest control man. As a result of this he called before 2pm and we had to wait another 2 days. We always give details of where to find us and it's annoying when this information isn't passed on.
- Very disappointed in this response to my request for help to destroy rats. Even my name is wrong (envelope attached). Assistant did not even know where Holbrook was!
- Although the staff at Cannon were courteous and friendly, the PCO did not return when he had said he would (on two occasions) and a number of phone calls were necessary. On his final visit the rat was found to be dead, although it had not taken any poison and presumably had died from dehydration or old age or similar natural causes.
- I considered £25 was far too expensive for 10 mins work especially for OAP's. It used to be done by the Council for nothing.
- Should I require Pest Control will it be possible to contact Babergh Council?
- Not really - the response was quick and efficient and the hornets have disappeared satisfactorily. £25 seemed quite a lot though.
- The service was very expensive for the time it took. The treatment took less than two minutes for which I paid £25.
- Pleased with the service
- First class service!
- Service very good!
- I should have liked the wasps nest removed if it was possible ie. it might have been in attic or between air bricks Only attic would be possible and obviously a period of time would have to elapse before or was quiet!! This may not be part of your costing - I don't know?
- Suggest young lady at Cannon might benefit from some training.