

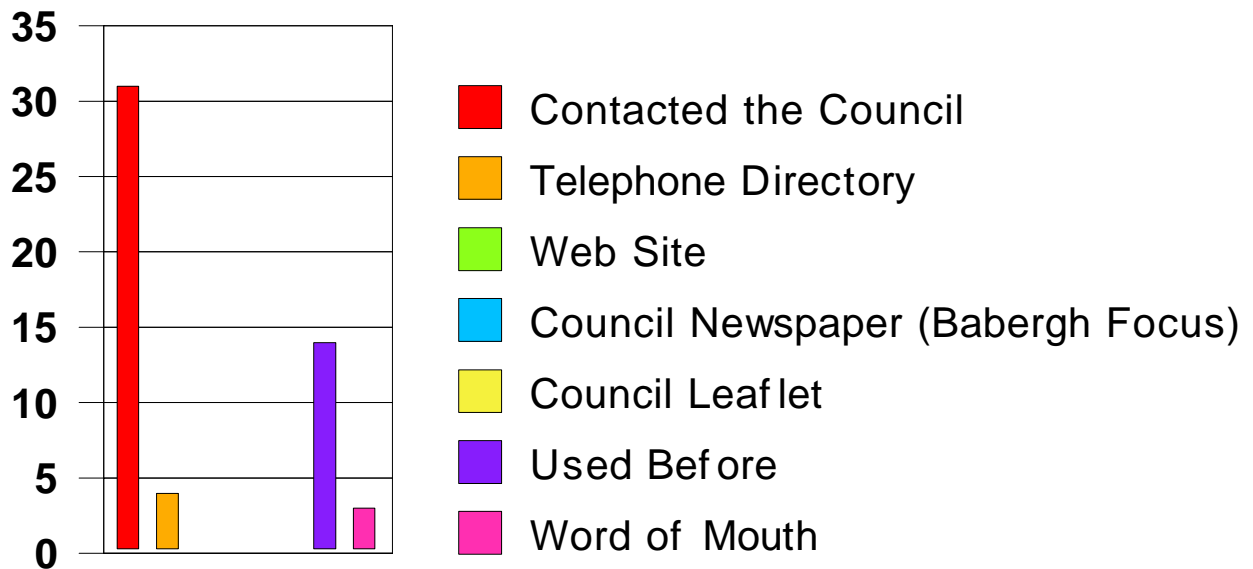
PEST CONTROL SATISFACTION SURVEY

2ND ROUND ANALYSIS (APRIL 2002)

Total number of 45 questionnaires received.

Q1.

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

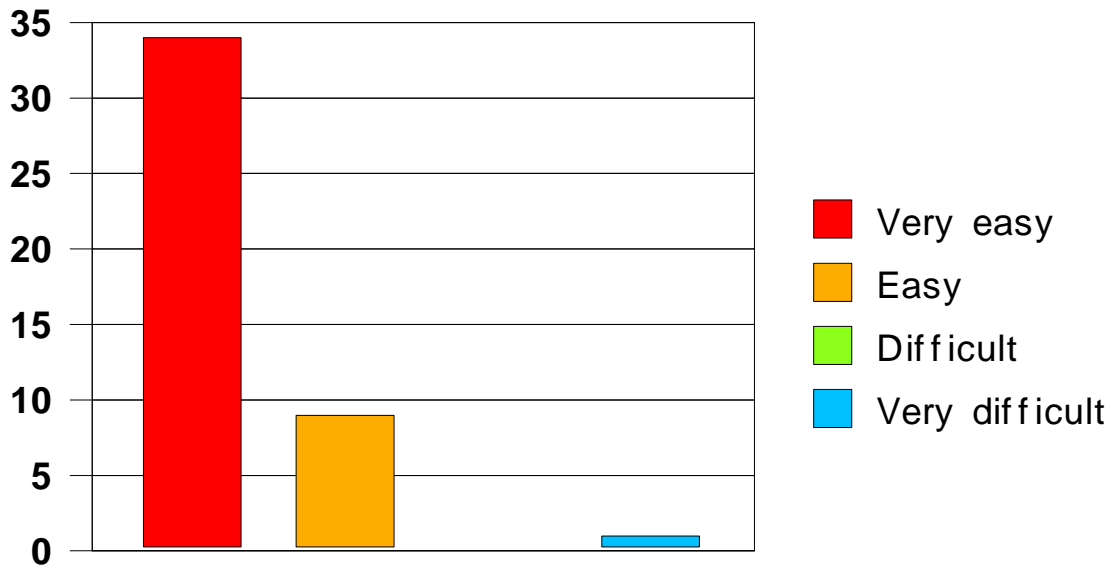


Other (please state):-

- No alternative responses given on this occasion

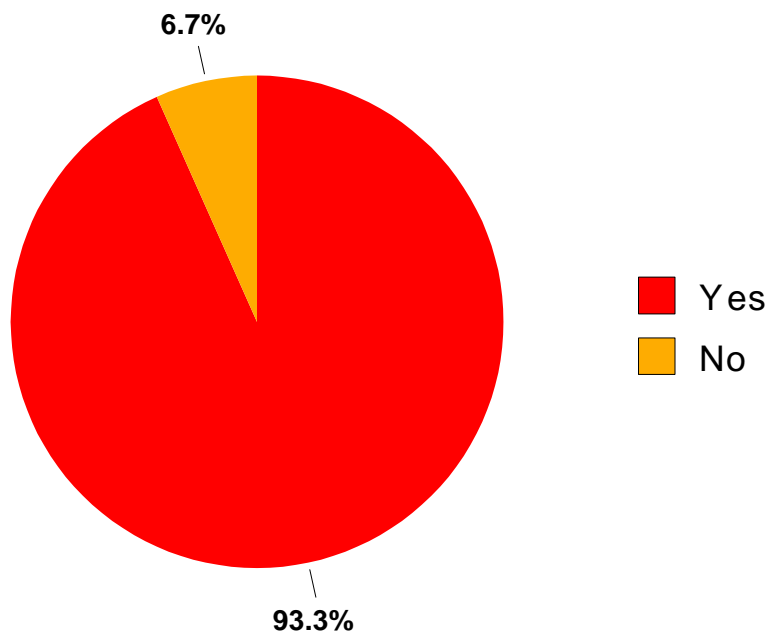
Q2.

How easy was it to contact Cannon Hygiene?



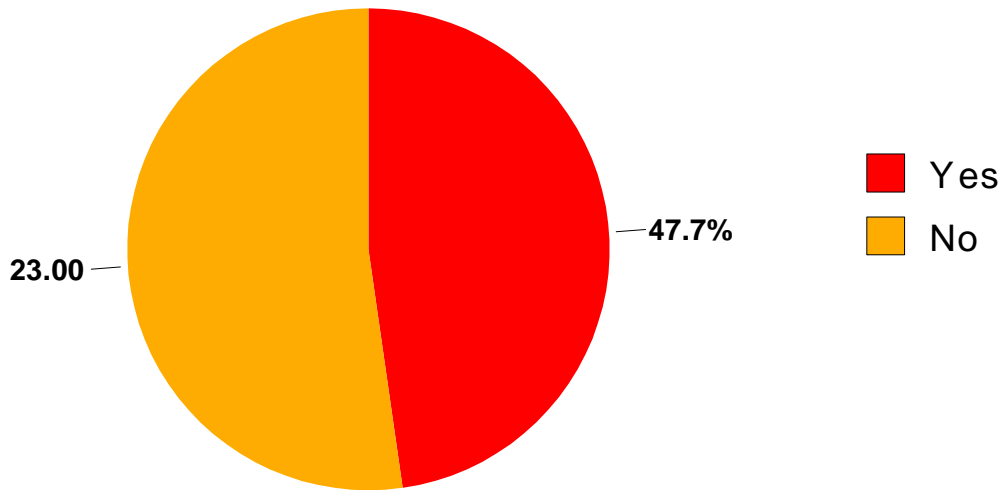
Q3.

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



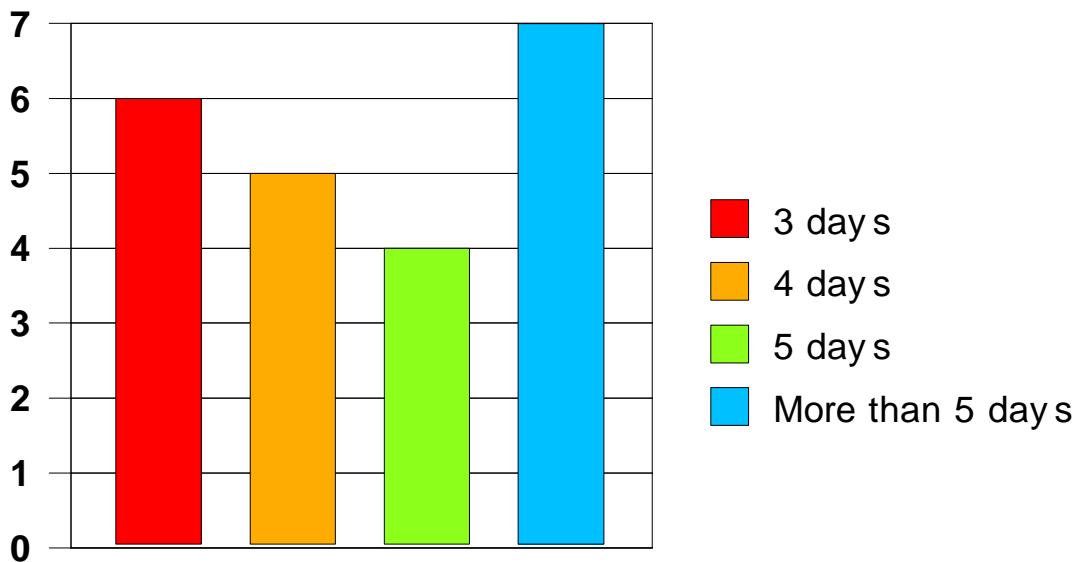
Q4.

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



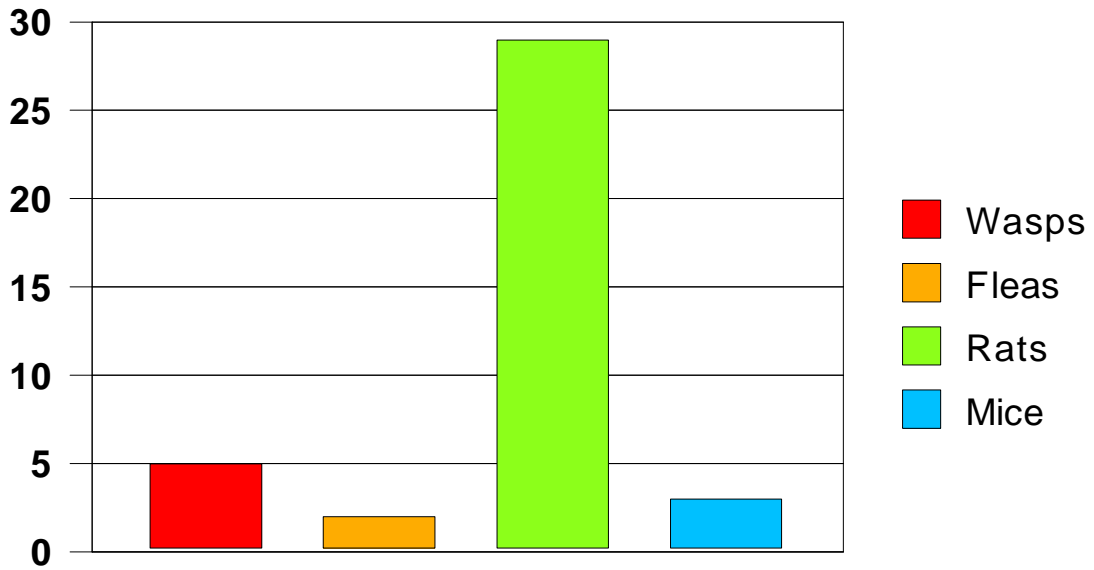
Q5.

If not, how soon did they respond?



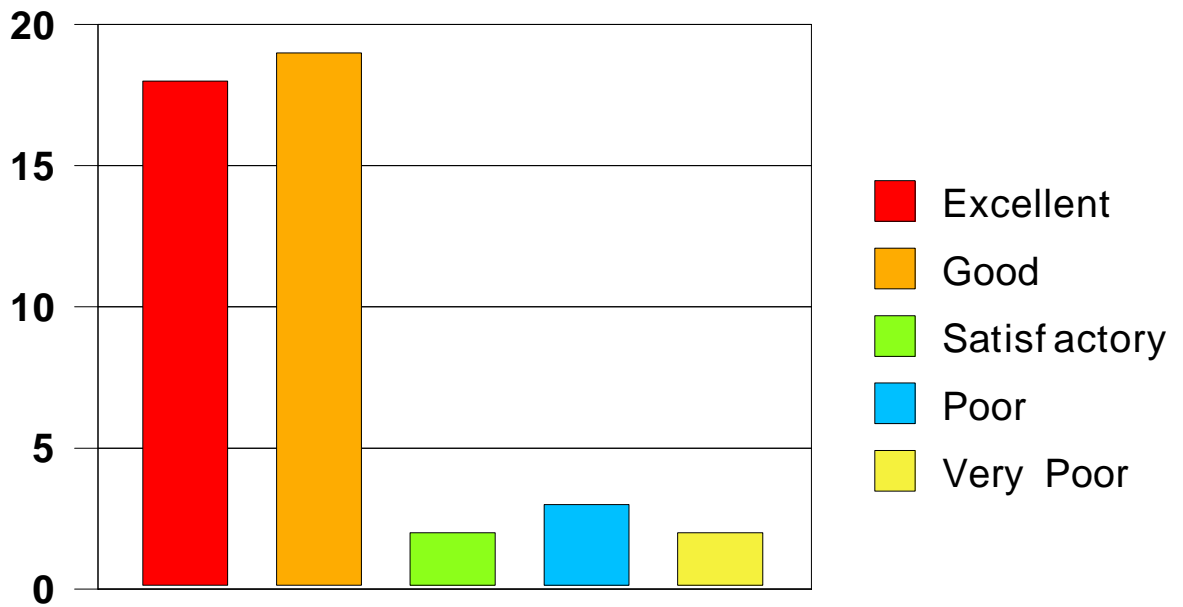
Q6.

What type of pest was treated?

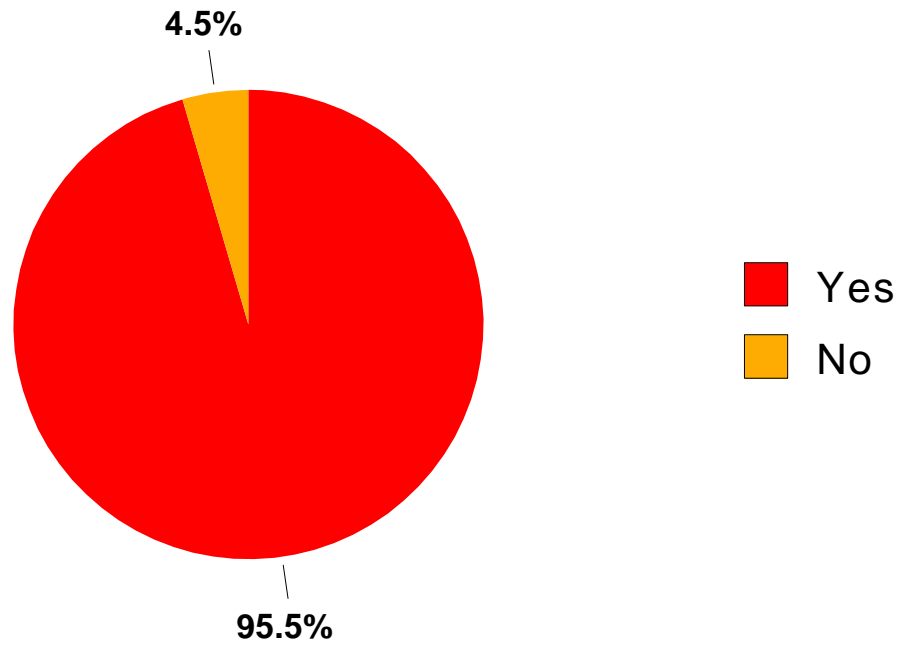


Q7.

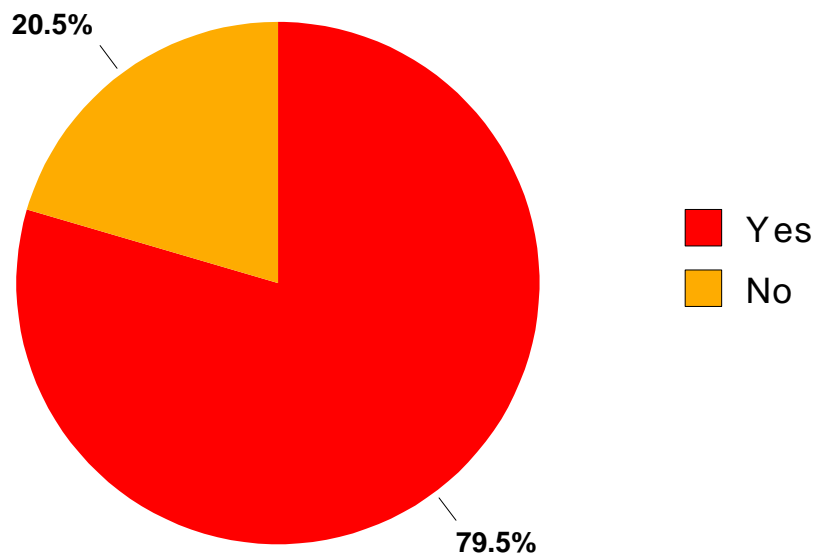
How would you rate the treatment?



Q8. Was the Pest Control Officer polite and courteous?

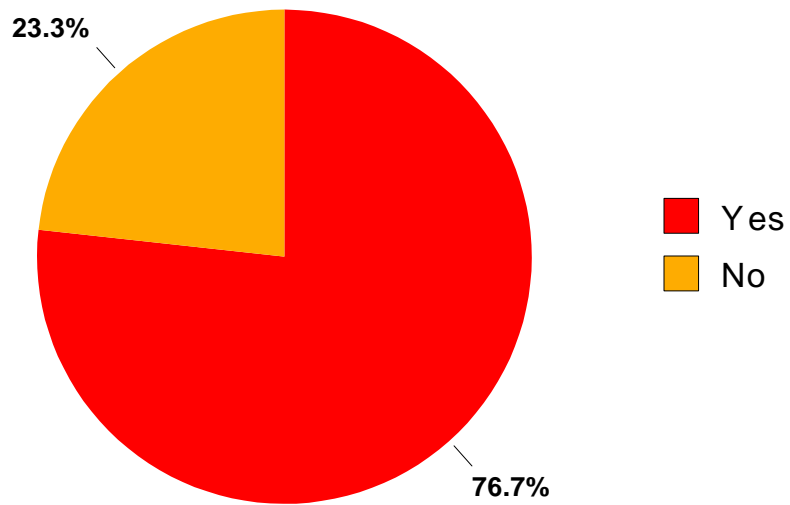


Q9. Were you given advice on the treatment used?



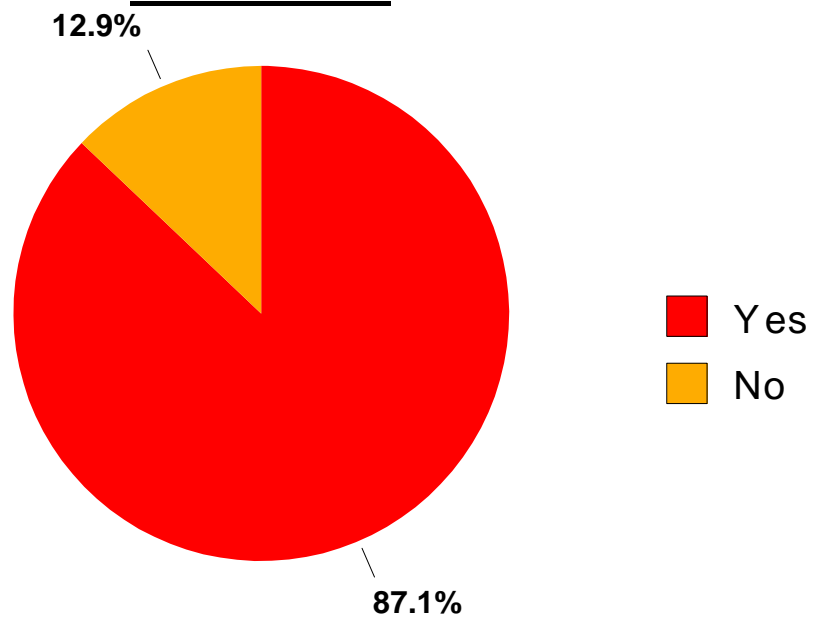
Q10.

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



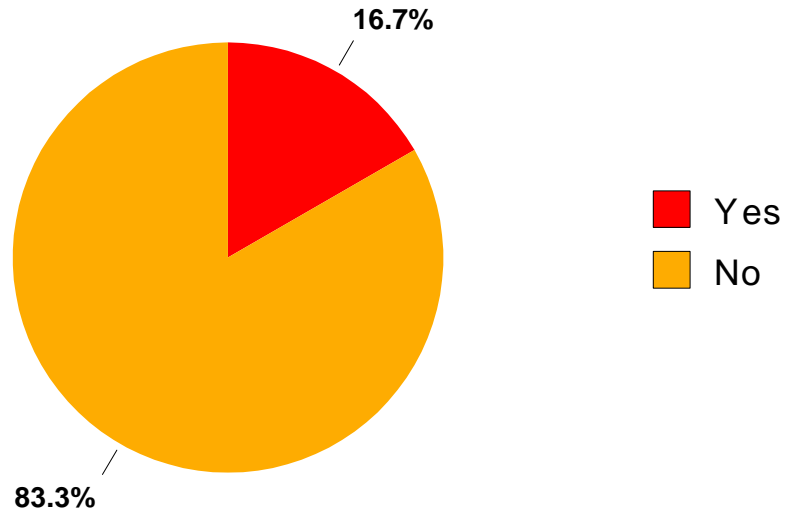
Q11.

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



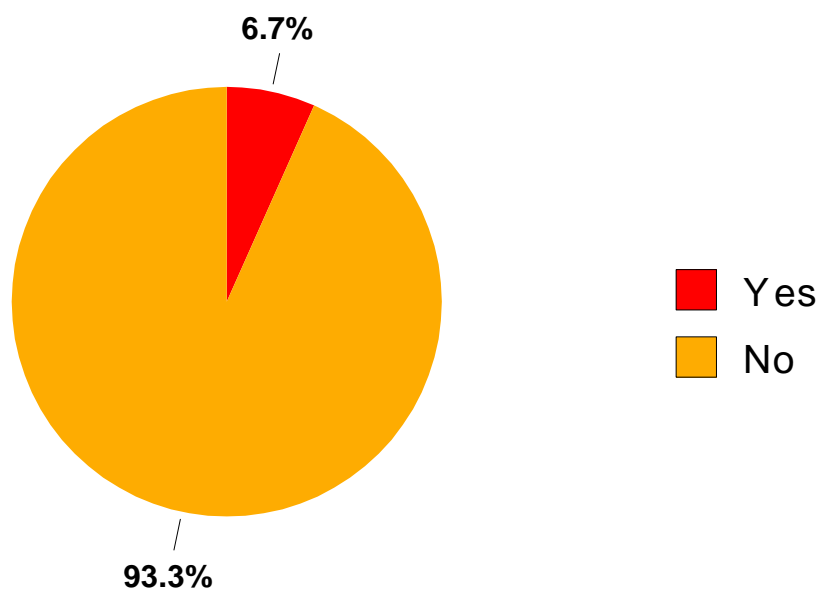
Q12.

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

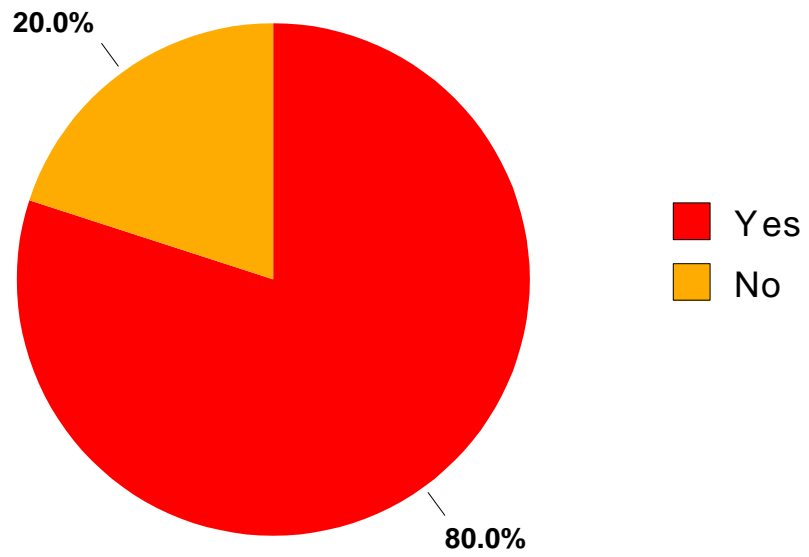


Q13.

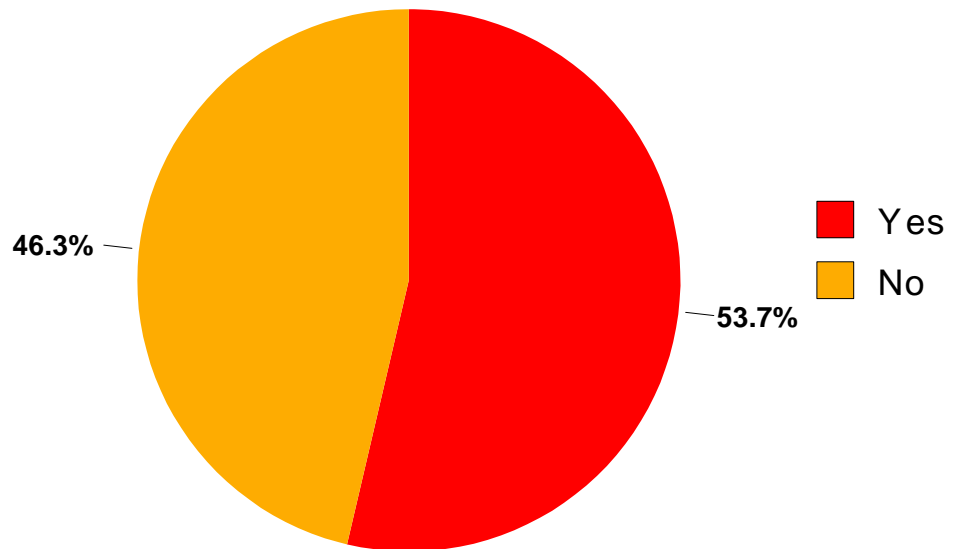
If no, were you sent a letter asking you to contact Cannon to arrange for the removal of bait?



Q14. Was the pest control treatment successful?

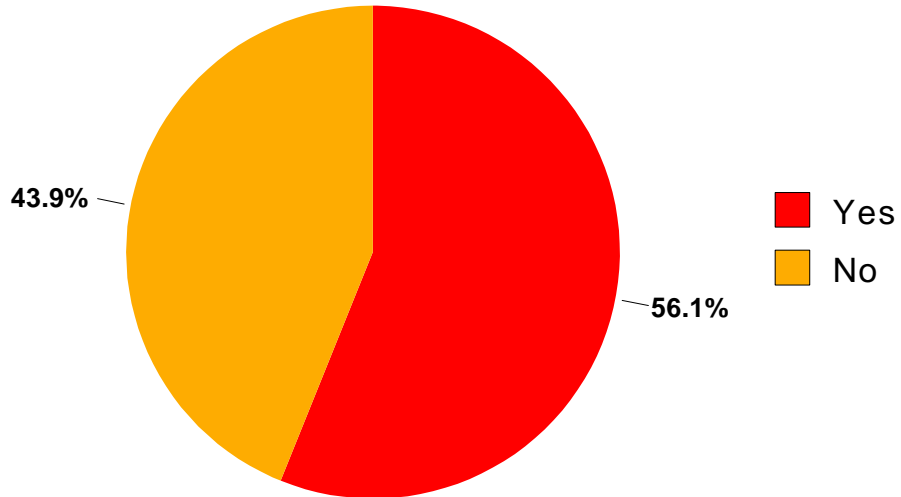


Q15. Did you know what level of service to expect?



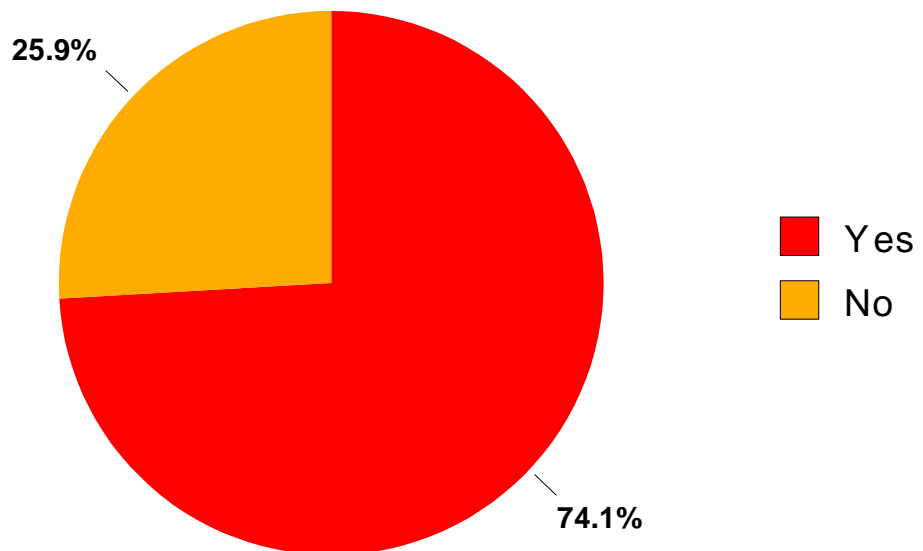
Q16.

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

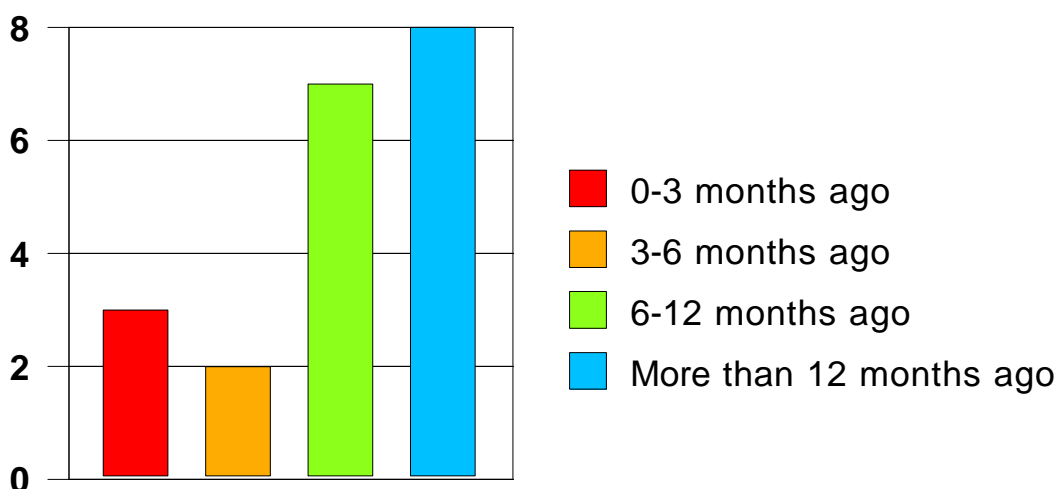


Q17.

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



Q18. If "Yes" to Q17, please indicate how long ago this treatment took place.



Q19. **Do you have any comments which may help to improve the pest control service?**

- Nigel - our 2nd PC Officer was more forthcoming and helpful. Very polite and only reinforces the excellent service we have always had from Babergh. Nigel gave us "Advice To Householders".
- Left a message on answer phone which was replied to and a mutually agreeable new appointment date was agreed. However the PCO arrived at the original time and date - ie, the new date had not been passed.
- Very satisfied with service provided.
- Initially, the service was poor but the gentleman currently dealing is excellent. Thank you.
- The service we received was very good.
- Letter attached (too lengthy to enter in SNAP) from Mr Tewkesbury.
- I think that in the case of a job like this where the roof space is very high there is no light, the Pest Officer needs to be provided with a really powerful torch. Fortunately I had provided an angle-poise lamp, but that doesn't have the mobility for probing around to locate the nest.
- Rats coming from empty neighbouring house - therefore treatment was left on site as is ongoing until house-owner can be traced.
- Thank you for providing this service.
- I think they should have used more of the treatment the first time. We weren't asked how bad they were and when I tried to say he didn't seem to want to know. Also, the girl (in the office) didn't seem to know what she was doing. She wasn't very polite.
- Very friendly service.
- 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.
- Thank you for your help in trying to get rid of these pests, they multiply so quickly.
- Maybe leaflets on how to avoid pests entering into homes.
- Ref to Q12 - poison bait was under a shed (therefore not removed).

- Speed the service up - 5 days is too long to wait with rats in the garden.
- I have answered questions in respect of overall service, over 4 years. Last visit excellent on all points.
- As the rat situation has to be reviewed every 2 weeks, you can't expect people to keep taking time off work because you will only give appointment times between 8.00 - 1.00. Supply your officers with ladders and equipment to dispose of dead rodents. Employ or train people so they know what they are doing. (Q3: the young girl who answers the phone sounds very bored, fed up and can't be bothered, very unhelpful).
- Please stop contracting out to people who do not really understand what is required. It is ridiculous that you contract out to a service based in London. You need to sort this out.
- No, Officer very helpful and knowledgeable. Had to wait too long for appointment but not his fault.
- Having had contact with this problem when in agriculture - I knew what to expect and I am satisfied with what I received.
- The service was very poor but was very good on 20.2.02 with new man (letter attached but unsigned).
- It's going OK at the moment - if it ain't broke - don't fix it!