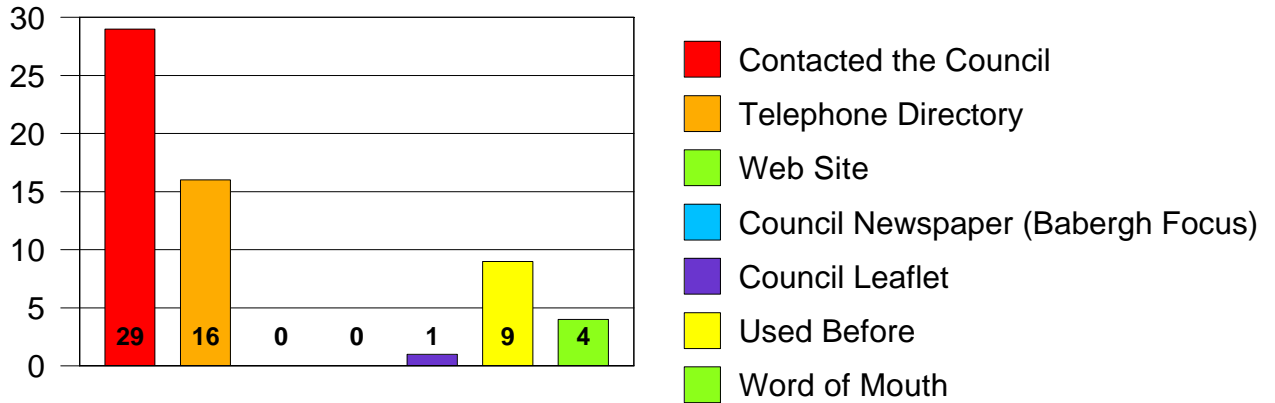


**ENVIRONMENTAL SERVICES DIVISION
PEST CONTROL SATISFACTION SURVEY
4TH ROUND – DECEMBER 2002**

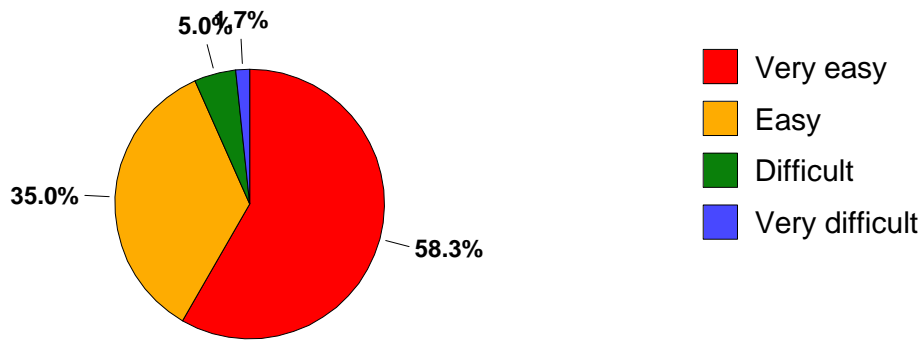
1. How did you know about the Council’s Pest Control service?



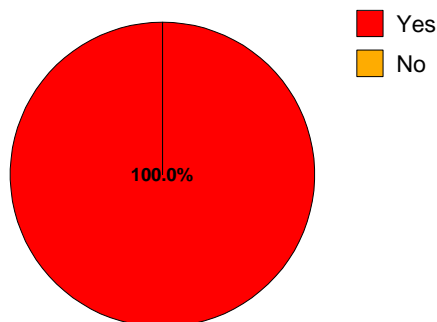
Other sources:-

- Hadleigh Community News

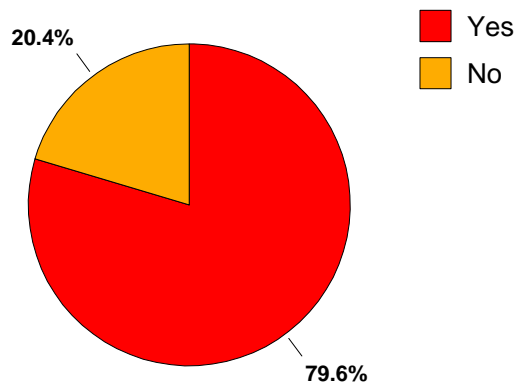
2. How easy was it to contact Cannon Hygiene?



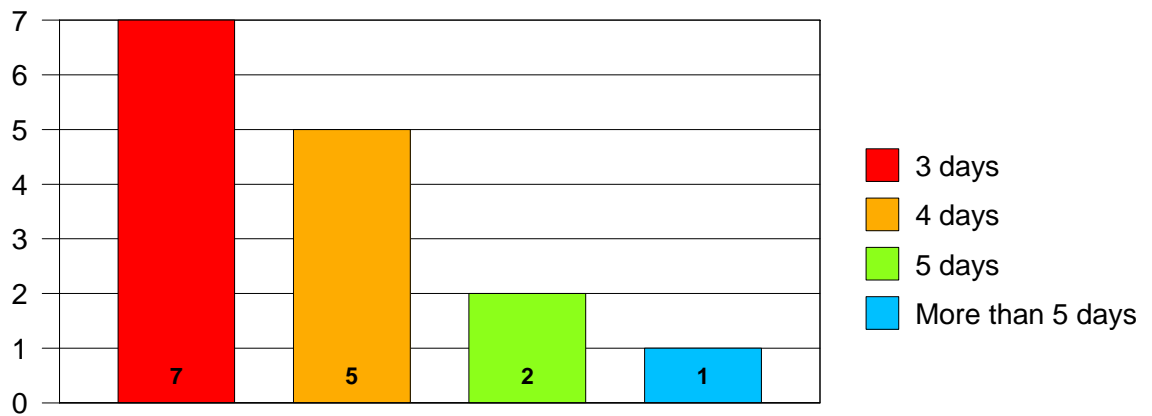
3. Were the staff taking your call at Cannon Hygiene friendly and helpful?



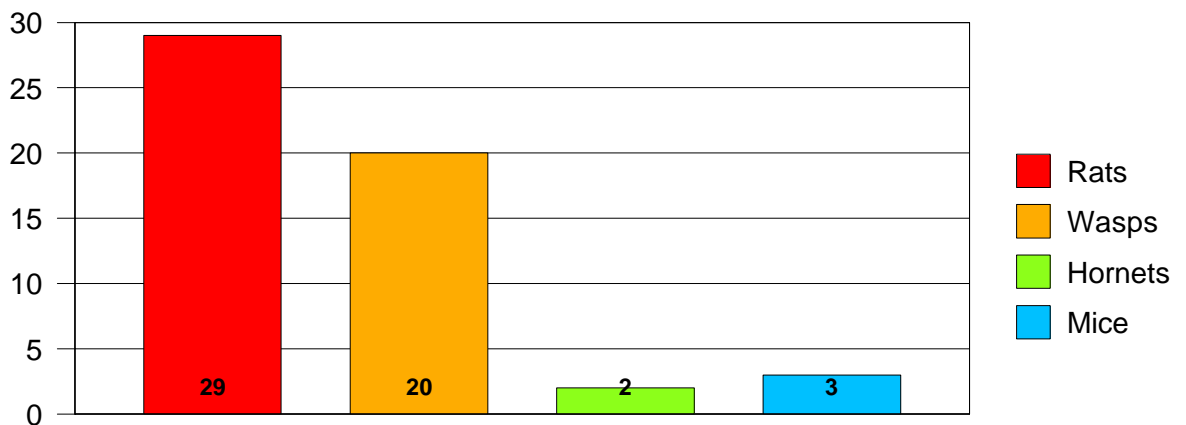
4. **Did the Pest Control Officer respond to your complaint within 2 working days?**



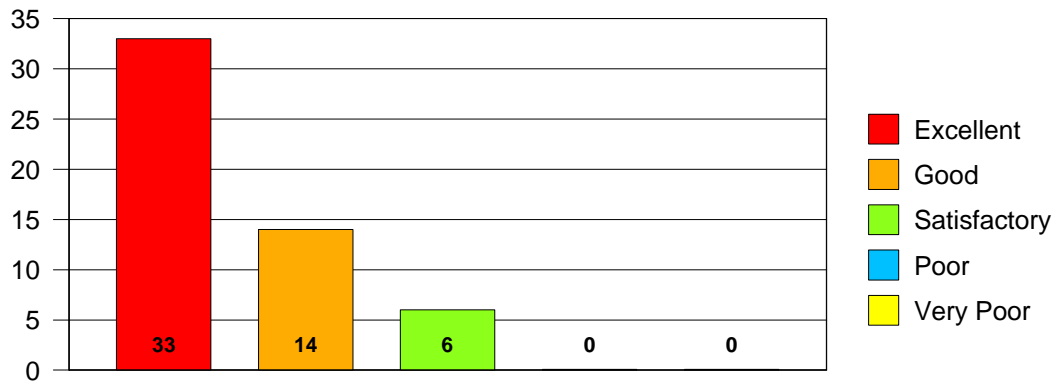
5. **If not, how soon did they respond?**



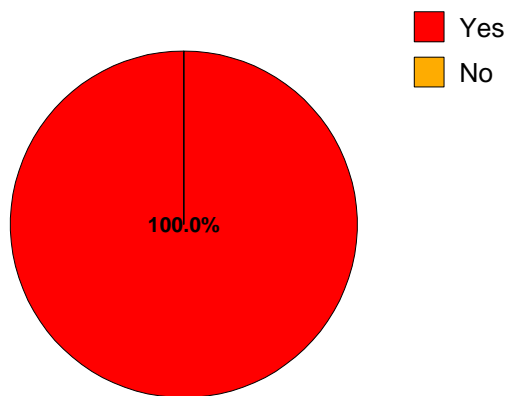
6. **What type of pest was treated?**



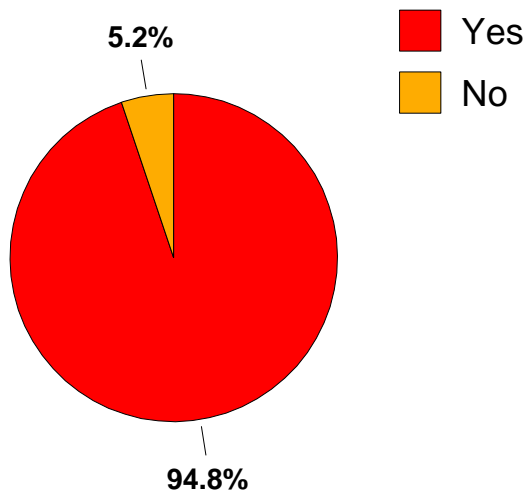
7. **How would you rate the treatment?**



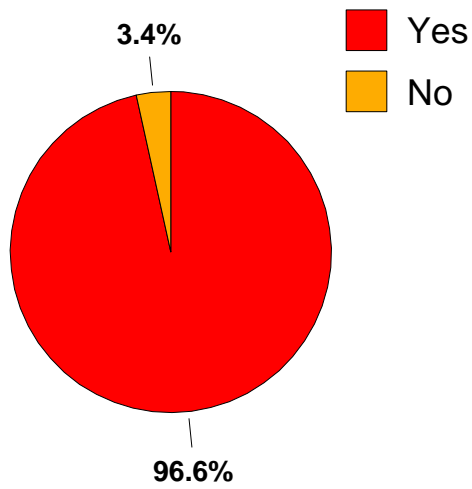
8. **Was the Pest Control Officer polite and courteous?**



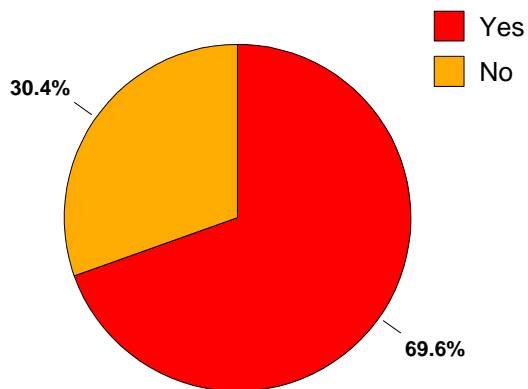
9. **Were you given advice on the treatment used?**



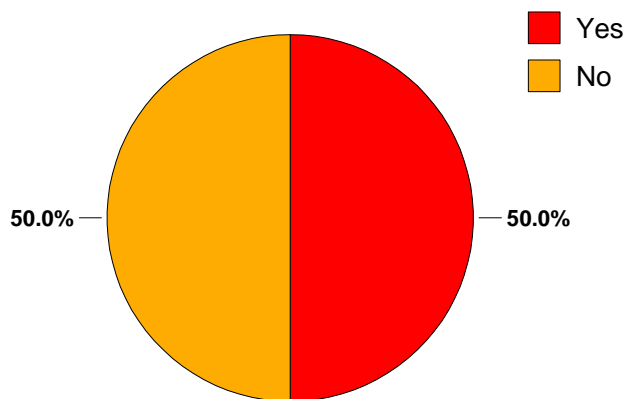
10. Were you left a Householder Safety Advice Sheet on the treatment used?



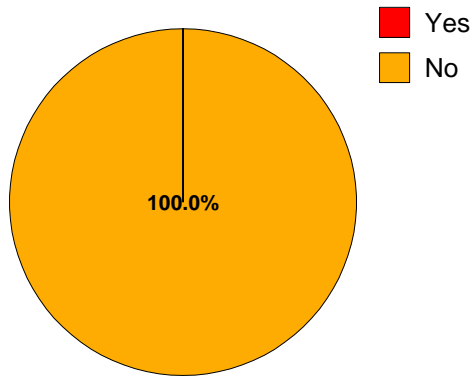
11. If you had treatment for rats or mice, did the Pest Control Officer return to monitor the treatment when he promised?



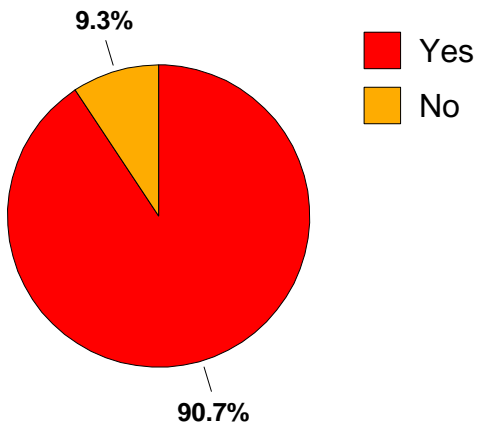
12. If poison bait was used, did the Pest Control Officer remove it at the end of treatment?



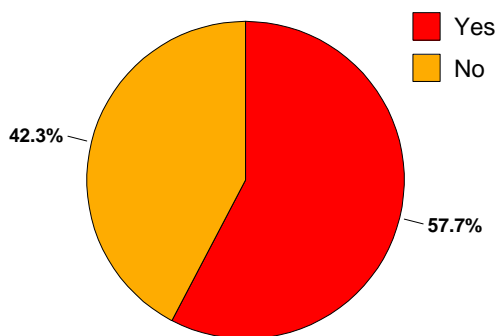
13. If no, were you sent a letter asking you to contact Cannon Hygiene to arrange for the removal of the bait?



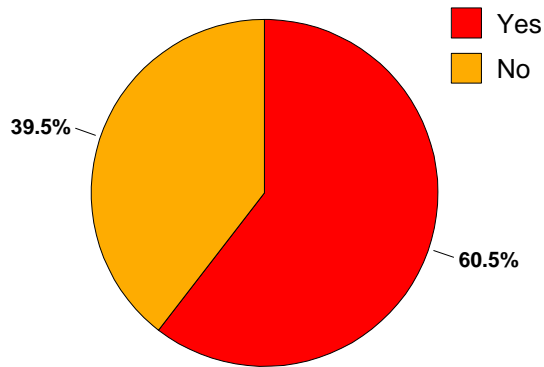
14. Was the pest control treatment successful?



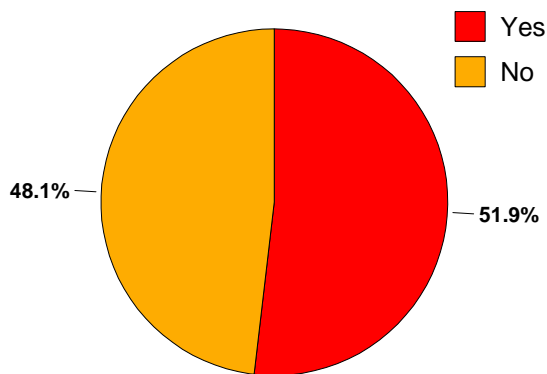
15. Did you know what level of service to expect?



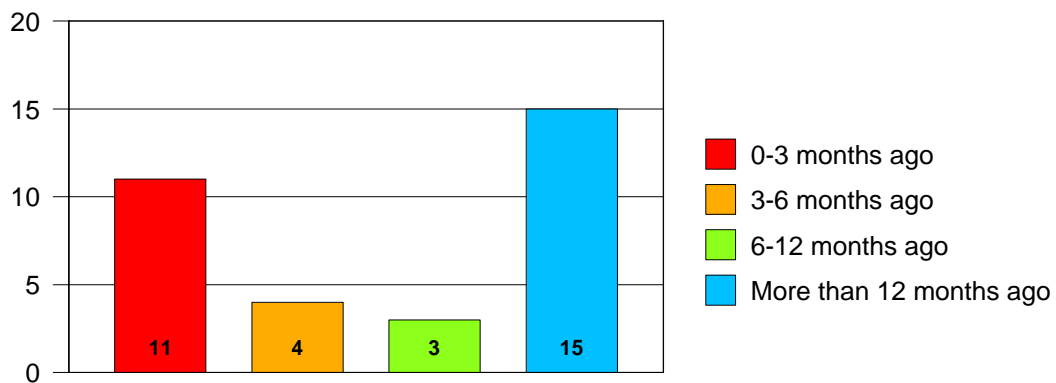
16. Were you issued with a leaflet entitled “What To Expect From The Pest Control Service”?



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



18. If “Yes” to Question 17, please indicate how long ago this treatment took place.



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

- Excellent
- Repair the answering service recorder (we understand there's recording facilities, but no playback)
- Questions 11, 12, 13, 14 - I have left unanswered as I am completing the form only the day after the bait was used
- I requested a later date for visit (more than 2 days) and that the bait be left in compost bins in case more rats came along
- Really we should have to fill in this form at end of treatment
- The service is very efficient and much appreciated.
- Further evidence of rats requiring further treatment
- I was surprised a charge was made for this service and think £25 for barely a 5 minute service is excessive.
- It was excellent
- More information on safety measures involving poisons: ie pets and children, how to dispose of unused poisons
- Very helpful
- Very nice helpful staff and service. Removed the bodies also.
- A very efficient and informative service. Many thanks.
- I thought the men helpful and co-operative, as mentioned treatment seems to be successful.
- We were very favourably impressed by his professionalism and helpfulness generally
- First class service
- Would advise an officer to come and remove poison bait to avoid any accidents re: children and pets
- Service was speedy and efficient
- I did expect a further visit from the Pest Control Officer to remove any bait - I didn't want the responsibility of destroying/getting rid of it myself, or just to confirm the pests successful treatment (death!)
- Employ more people
- The rat poison was left exposed - young children play in the garden!
- Staff did not know what they were doing (Cannon) as they were new - failed to turn up to 1st appointment.
- I wasn't offered a "return visit". I had to wait until more evidence of rats, then call again
- Would like a return visit to make sure the rats and the poison has gone