

Lead Officer	Lorraine Black
Subject of consultation	Maintenance Leaflets
Date Started	19/08/2008
Date Completed	1.9.08
Who was consulted	Maintenance Leaflets
Methods Used	Postal Consultation
Number of Participants	
Total Number of Responses	28

Sections/Questions	Responses		Suggestions	Accept/Reject/Neither (If neither, please give reason)	Reason (e.g. already covered by existing policy/procedures)	Action with timescale
	Agree	Disagree				
Q1. Please tell us what you think of the overall layout and design of the leaflets. Write your comments and any suggestions for						
What you need to know about your central heating replacement' leaflet	28		Add a comments page	Reject		
			The easy to follow pictures are self explanatory			
			Insulation through doors and windows			
What you need to know about your window replacement' leaflet	28		Add a comments page	Reject		
Q2 Please tell us what you think of the content of the leaflets. Is it clear and easy to understand? Is there anything that you feel needs further explanation?						
What you need to know about your central heating replacement' leaflet	28		It does not mention anything about Adactus having enough money to complete the repair.	Neither	No reference to leaflet	
			Would weather be considered before starting any work	Accept	If installing in cold weather, temp heaters to be provided. Make reference in Q&A	
What you need to know about your window replacement' leaflet	28		How will work be complete in cold weather	Neither		
Q3. Do you think the leaflets are helpful and informative? Please write your comments and any suggestions for improvements in the box below						
What you need to know about your central heating replacement' leaflet	28		A section of frequently asked questions.	Reject	Already included	
			Concise but after having my central heating replaced I realise it is a big upheaval			
What you need to know about your window replacement' leaflet	28		A section of frequently asked questions	Reject	Already included	
			Design of the window needs looked at the are too high	Reject	Not relevant to leaflet	

