

Case Study Data Form

Identifier/ME

Place Swansea

Type of property (domestic/commercial) (Detached/semi/terrace/flat) **terraced property**

Number of times flooded **2 times**

Type of flooding or flood risk **Pluvial surface water run off and drainage from road and hill at the rear of the property.**

Risk band **NA**

Resistant measures installed **NA**

Property had suffered from flash flooding on a couple of occasions and flooded to a depth of 600mm for about 30 minutes. All that was needed to prevent future flooding of the property was a substantial flood barrier to be installed across the back door of the property, work was completed in 2007 and has since had its defence tested twice to date.

Tested by flooding? Yes the property has had its defence tested please read below letter for customer.

Cost of installation **£1.5k**

Who paid **The property owner**

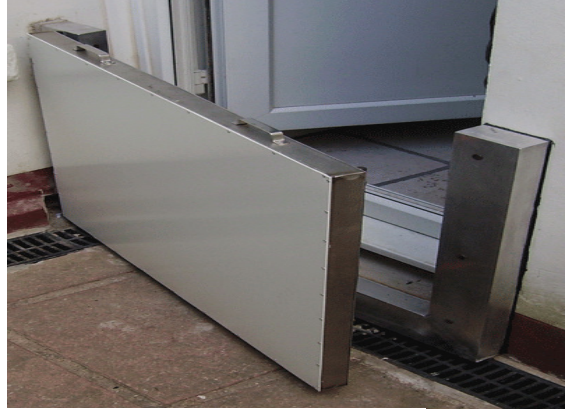
Was it installed during reinstatement **No**

Are they covered **Yes**

Did the installation give cheaper cover **Yes**

Any important additional information **NA**

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Customer Satisfaction Questionnaire

Customer Name Mrs MRS EZZA

Customer Contact.....

Score between 1 to 5 for each category (1 = low, 5 = high)

COMPANY CONTACT	--- Sales
	--- Customer Services
RESPONSE TO ENQUIRIES	
DELIVERY PERFORMANCE	
ACCURACY IN MEETING NEEDS	
INSTALLATION TEAM PERFORMANCE	
INSTALLATION TEAM COURTESY	
QUALITY OF TRAINING GIVEN	
QUALITY OF PRODUCT	
OVERALL SATISFACTION	
Total		<u>50</u> / 50

Please note below any additional remarks you may have regarding the service levels provided by our company. These comments will form part of our customer review as required by the British standard ISO 9001:2000 and help us to improve our service levels to you our customer.

MANY THANKS!

Sorry for the delay. I've been waiting for a really big thunderstorm to come along, block the drains and test out the floodgate properly. I must say the satisfaction of watching our flood defense in action has been brilliant! We now have total peace of mind that our house will NEVER flood again!

Completed by M/EZZA Position..... Date 24/07

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