**GW Property Maintenance – Existing Customer Web-Site Review Questionnaire**

Thank you for taking the time to complete this online questionnaire designed to find out what you (an existing GW Property Maintenance customer) feel about the current GW site and what you would like to see in any subsequent site development.

**Current Website**

In order to gain a better understanding of possible problems in the current website; please give your opinion of the following statements by placing an X in the box which most closely resembles your response.

1. Current Website – Graphics

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Strongly Agree | Agree | Disagree | Strongly Disagree |
| The website looks professional. |  |  |  |  |
| The website’s colour scheme is appropriate, professional and likable. |  |  |  |  |
| The graphics and logos look professional. |  |  |  |  |

1. Current Website – Navigation

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Strongly Agree | Agree | Disagree | Strongly Disagree |
| The navigation and layout is easy and intuitive to use and makes sense. |  |  |  |  |
| I found the information I was looking for quickly and easily. |  |  |  |  |

1. Current Website – Content

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Strongly Agree | Agree | Disagree | Strongly Disagree |
| The information on the home page is helpful. |  |  |  |  |
| The information on the services provided by the company is helpful. |  |  |  |  |
| The information on the ‘Contact Us’ page is helpful. |  |  |  |  |
| The website provided enough information about the services on offer. |  |  |  |  |
| The text on the website is easy to read. |  |  |  |  |

1. Current Website – Features

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Strongly Agree | Agree | Disagree | Strongly Disagree | Did Not Use |
| The pictures of previous work carried out were useful. |  |  |  |  |  |
| After using the ‘Email Us’ section of the website I received a quick response. |  |  |  |  |  |

**Potential New Website features**

In order to provide a better indication of the potential improvements that could be made to the website; please give your opinion of the following features by placing an X in the box which most closely resembles your response.

1. New Website – Features

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Really Like | Like | Dislike | Really Dislike |
| A description of each service provided by the company. |  |  |  |  |
| Customer comments about previous work carried out by the company. |  |  |  |  |
| Pictures of work carried out by the company with a brief description. |  |  |  |  |
| Pictures of work before and after with a brief description of the work carried out. |  |  |  |  |
| Photos and brief description of the staff. |  |  |  |  |
| A page containing contact information and ‘email us’ section. |  |  |  |  |
| Contact information visible on all pages of the website. |  |  |  |  |
| Logos and links to suppliers used by the company. |  |  |  |  |
| Foreign language support. |  |  |  |  |

1. Apart from the potential website features listed above, is there anything else that you would like to see in the included on the revised GW Property Maintenance Website?

|  |  |  |
| --- | --- | --- |
|  |  |  |

Thank you for your time. We genuinely appreciate your views and will endeavour to use your comments to improve the GW site to benefit you and all our customers.

*NB: This questionnaire was administered electronically; some of the notes for completion/instructions were included online only.*