

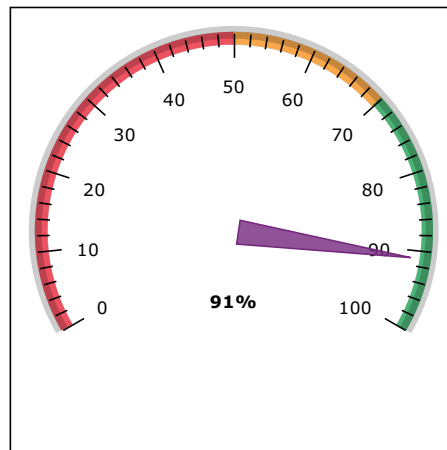


## Mabey Hire Report

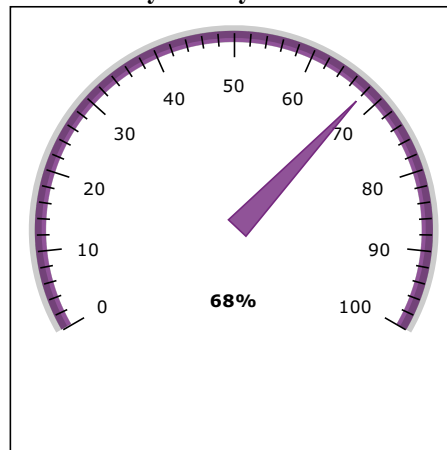
### Number of Responses:

57 customers completed the survey during this reporting period (22/11/2009 - 22/12/2016) compared with 0 customers over the previous period of the same duration (22/10/2002 - 21/11/2009).

### Customer Confidence Score:



**very or fairly confident**



**very confident**

We want our customers to feel completely confident about the service which we deliver. The dials above highlight the percentage (%) of customers, during the current reporting period and based on the reporting criteria you selected, that were either "very" or "fairly confident" that their next experience of our services would be good. **91% were either "very or fairly confident" with 68% "very confident". 9% said they were "not very" or "not at all confident".**

Since the first survey response date and the end date selected for this report and based on the same reporting criteria, the average score for customers saying they were "very confident" is 68%. 91% said they were either "very or fairly confident" with 9% "not very" or "not at all confident".

### Customer Confidence Trend:

The chart below tells us how the customer confidence score has changed over the last six months (including part months) working back from today's date and based on the same reporting criteria. The trend line highlights the percentage of customers that were "very confident" that their

next experience of using our services would be good.

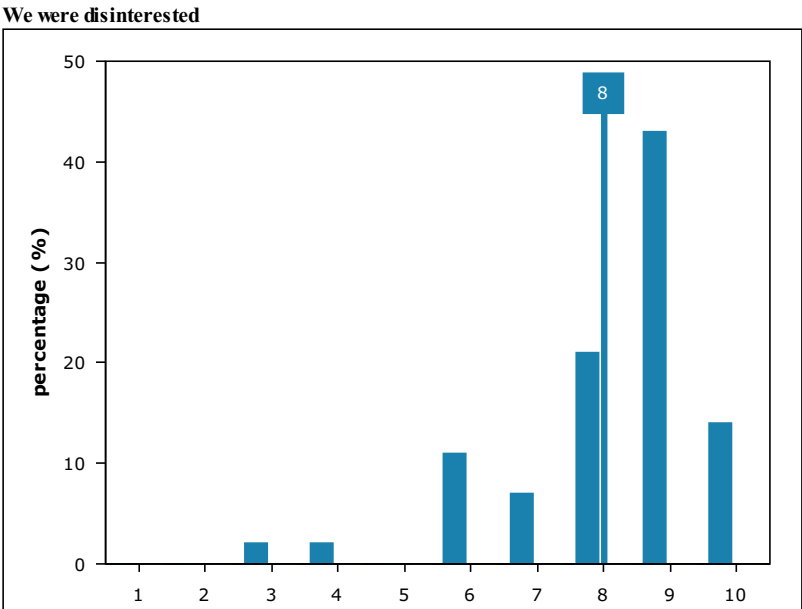
In order for the trend chart to appear, there has to be at least two months within the last six months where at least one survey response was submitted.

INSUFFICIENT DATA IN THE LAST 6 MONTHS

The Customer Experience:

The chart below shows how customers rated the service for each of the paired statement slider questions in the survey. The chart illustrates the distribution of responses along with the mean or average scores for both the current as well as the previous reporting period. The length of the previous reporting period will match the length of the current reporting period. If the mean score moves to the right, the average scores during the period are improving. If the mean score has moved to the left the average scores have got worse. You can also view the additional comments made by customers with their corresponding score for each individual question displayed alongside.

Current Period (22/11/2009 - 22/12/2016)  
Previous Period (22/10/2002 - 21/11/2009)

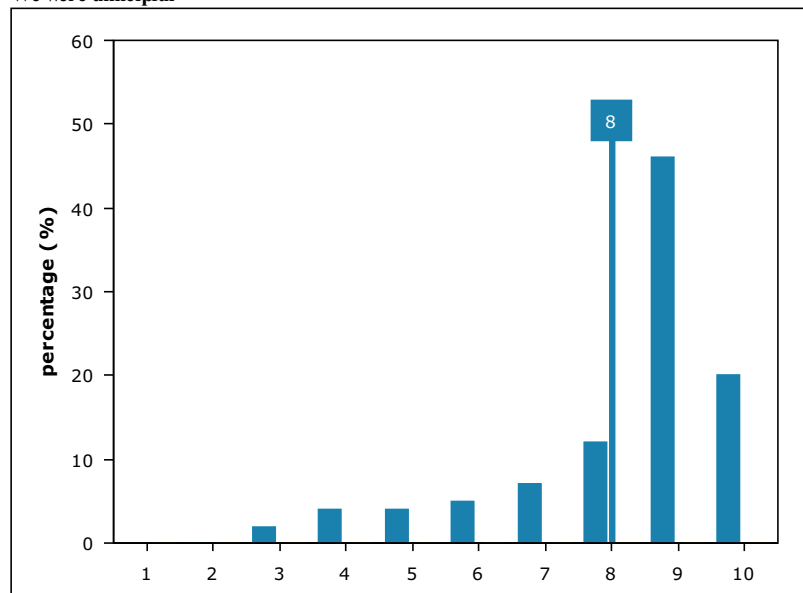


We were enthusiastic & motivated

Comment	Score	
Be more in touch with your customers by phone rather than sending bump in the post	3	<input type="text"/>
A plan drawing should have been issued to me showing the assembly details of panels delivered. I had panels and fittings missing to complete the job and panels sent with the original delivery which were not needed. I requested various items we were desperate for which were sent down on three separate deliveries over a period of a week. One delivery was completely incorrect and not needed but I am still being asked to pay for them. I had to cancel the delivery of ready mixed concrete twice.	4	<input type="text"/>
More information of new and existing equipment on a regular basis	6	
answer the phone quicker	6	
The attitude of staff on the telephone	6	<input type="text"/>
Take more care of their staff and their equipment	6	<input type="text"/>
More advice on the capabilities of the products & an installation service would have been helpful.	7	
Delivery of equipment very unorganised, very untimely, seem to have far more deliveries than should be necessary or what we experience by your competitors. Equipment seems to come from all over the country. Occasionally component parts of the equipment are missing or late. Off-hiring of equipment is very unorganised, usually the equipment we off-hire is not collected in full, collection notes are not completed appropriately by your drivers. There is more but i have run out of allowed words.	7	
Not at this moment the sales team are efficient and knowledgeable	7	
Collections, the drivers are always in a rush and you can never get the same full load on a return	8	
None	8	
Nothing	8	
N/A	8	
QUICKER REPONSE TO TAKEING CALLS	8	
TEST	8	
It always seems to take a while to find out about stock levels. It has to be "checked out in the yard" each time.	8	
Slightly quicker delivery of equipment to site!	8	
if only they could employ more people like Sola, that would be great	8	
Test Sunday	8	
Nothing	8	
Test	8	
None	9	
Test Sunday	9	
Test Sunday	9	
Test	9	
Test	9	
None	9	
no	9	
Be more selective with the external HIAB lorry drivers	9	
The costing process including rates for tiny components makes it unnecessarily complicated, a lump sum for the job would have been better and where materials come and go from site its difficult to manage.	9	
Sometimes the delivery to site could be more prompt.	9	
need more attention to refunding deposit money	9	
Yes , Delivery is a joke! not being able to offer crane off load for 2.5 ton of equipment is unacceptable . We arranged our own transport through a contractor. Due to the price quoted @ £300 each way is noncompetitive.	9	
Rep site visits when off hiring large amounts plant to avoid arguments further down the line when Mabey claim plant is damaged. Mostly an issue with sheet piles.	9	
The returns. Takes so long to get back confirmation everything is off hired	9	
We have nothing but positive perseption and experience of mabey Hire	9	
N/A	9	
10 days to receive a quotation, internal communications at Nottingham Depot between sales and engineers	9	
Change the information on the invoices to show whole items and price ie complete manhole box currently broken down in to struts and bolts.	10	
no	10	

	Comment	Score
none brilliant service		10
I don't agree with having to pay for two weeks minimum hire period ,When I only needed the equipment for 1 x day !		10
This was the first time I've used Mabey and I can certainly recommend and will recommend MABEY to all my associates.		10
No		10

#### We were unhelpful

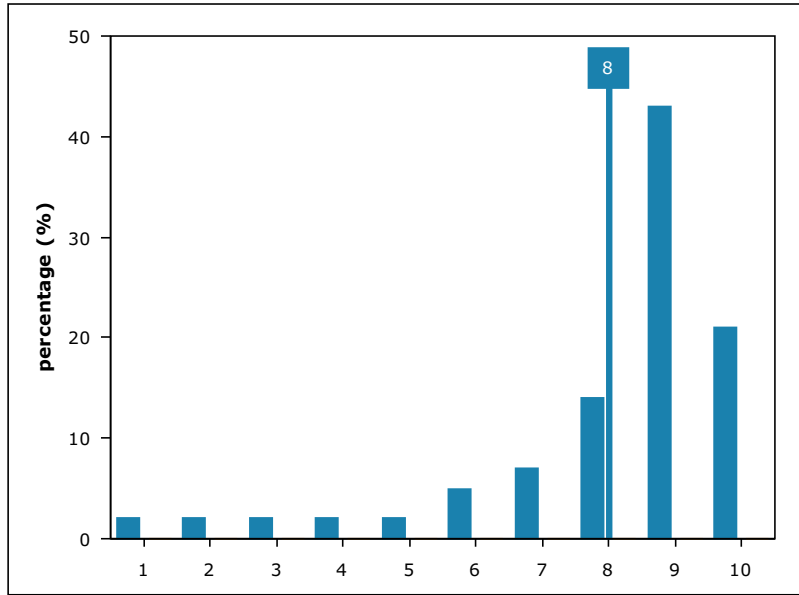


#### We were helpful

	Comment	Score	
Be more in touch with your customers by phone rather than sending bump in the post		3	<input type="text"/>
A plan drawing should have been issued to me showing the assembly details of panels delivered. I had panels and fittings missing to complete the job and panels sent with the original delivery which were not needed. I requested various items we were desperate for which were sent down on three separate deliveries over a period of a week. One delivery was completely incorrect and not needed but I am still being asked to pay for them. I had to cancel the delivery of ready mixed concrete twice.		4	<input type="text"/>
The attitude of staff on the telephone		4	<input type="text"/>
Delivery of equipment very unorganised, very untimely, seem to have far more deliveries than should be necessary or what we experience by your competitors. Equipment seems to come from all over the country. Occasionally component parts of the equipment are missing or late. Off-hiring of equipment is very unorganised, usually the equipment we off-hire is not collected in full, collection notes are not completed appropriately by your drivers. There is more but i have run out of allowed words.		5	
answer the phone quicker		6	
More information of new and existing equipment on a regular basis		6	
Take more care of their staff and their equipment		6	<input type="text"/>
The returns. Takes so long to get back confirmation everything is off hired		7	
More advice on the capabilities of the products & an installation service would have been helpful.		7	
None		8	
Nothing		8	
Collections, the drivers are always in a rush and you can never get the same full load on a return		8	
TEST		8	
It always seems to take a while to find out about stock levels. It has to be "checked out in the yard" each time.		8	
Slightly quicker delivery of equipment to site!		8	
Test		8	
None		9	
Test Sunday		9	

Test Sunday	Comment	9	Score
Nothing		9	
Test Sunday		9	
if only they could employ more people like Sola, that would be great		9	
Test		9	
Test		9	
None		9	
no		9	
We have nothing but positive perception and experience of mabey Hire		9	
Not at this moment the sales team are efficient and knowledgeable		9	
Change the information on the invoices to show whole items and price ie complete manhole box currently broken down in to struts and bolts.		9	
N/A		9	
10 days to receive a quotation, internal communications at Nottingham Depot between sales and engineers		9	
Sometimes the delivery to site could be more prompt.		9	
need more attention to refunding deposit money		9	
N/A		9	
Be more selective with the external HIAB lorry drivers		9	
QUICKER REPONSE TO TAKEING CALLS		9	
I don't agree with having to pay for two weeks minimum hire period ,When I only needed the equipment for 1 x day !		10	
none brilliant service		10	
The costing process including rates for tiny components makes it unnecessarily complicated, a lump sum for the job would have been better and where materials come and go from site its difficult to manage.		10	
no		10	
This was the first time I've used Mabey and I can certainly recommend and will recommend MABEY to all my associates.		10	
No		10	
Yes , Delivery is a joke! not being able to offer crane off load for 2.5 ton of equipment is unacceptable . We arranged our own transport through a contractor. Due to the price quoted @ Â£300 each way is noncompetitive.		10	
Rep site visits when off hiring large amounts plant to avoid arguments further down the line when Mabey claim plant is damaged. Mostly an issue with sheet piles.		10	

#### We had a low attention to detail

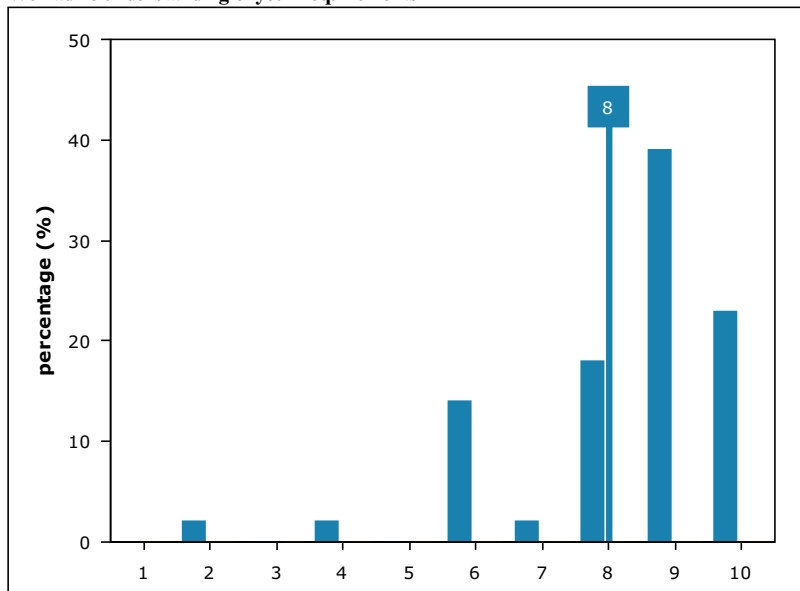


#### We showed a strong attention to detail

Comment	Score	
The attitude of staff on the telephone	1	<input type="text"/>
A plan drawing should have been issued to me showing the assembly details of panels delivered. I had panels and fittings missing to complete the job and panels sent with the original delivery which were not needed. I requested various items we were desperate for which were sent down on three separate deliveries over a period of a week. One delivery was completely incorrect and not needed but I am still being asked to pay for them. I had to cancel the delivery of ready mixed concrete twice.	2	<input type="text"/>
Be more in touch with your customers by phone rather than sending bumph in the post	3	<input type="text"/>
Delivery of equipment very unorganised, very untimely, seem to have far more deliveries than should be necessary or what we experience by your competitors. Equipment seems to come from all over the country. Occasionally component parts of the equipment are missing or late. Off-hiring of equipment is very unorganised, usually the equipment we off-hire is not collected in full, collection notes are not completed appropriately by your drivers. There is more but i have run out of allowed words.	4	
answer the phone quicker	6	
More information of new and existing equipment on a regular basis	6	
Take more care of their staff and their equipment	6	<input type="text"/>
Not at this moment the sales team are efficient and knowledgeable	7	
10 days to receive a quotation, internal communications at Nottingham Depot between sales and engineers	7	
Yes , Delivery is a joke! not being able to offer crane off load for 2.5 ton of equipment is unacceptable . We arranged our own transport through a contractor. Due to the price quoted @ Â£300 each way is noncompetitive.	8	
Rep site visits when off hiring large amounts plant to avoid arguments further down the line when Mabey claim plant is damaged. Mostly an issue with sheet piles.	8	
None	8	
The returns. Takes so long to get back confirmation everything is off hired	8	
no	8	
It always seems to take a while to find out about stock levels. It has to be "checked out in the yard" each time.	8	
Test Sunday	8	
if only they could employ more people like Sola, that would be great	8	
Slightly quicker delivery of equipment to site!	9	
More advice on the capabilities of the products & an installation service would have been helpful.	9	
Sometimes the delivery to site could be more prompt.	9	
need more attention to refunding deposit money	9	
TEST	9	
Test	9	

Test	Comment	9	Score
None		9	
Test		9	
None		9	
Test Sunday		9	
Test Sunday		9	
Nothing		9	
QUICKER REPOSE TO TAKEING CALLS		9	
No		9	
N/A		9	
Be more selective with the external HIAB lorry drivers		9	
Change the information on the invoices to show whole items and price ie complete manhole box currently broken down in to struts and bolts.		9	
N/A		9	
We have nothing but positive perseption and experience of mabey Hire		10	
Collections, the drivers are always in a rush and you can never get the same full load on a return		10	
I don't agree with having to pay for two weeks minimum hire period ,When I only needed the equipment for 1 x day !		10	
none brilliant service		10	
Nothing		10	
The costing process including rates for tiny components makes it unnecessarily complicated, a lump sum for the job would have been better and where materials come and go from site its difficult to manage.		10	
no		10	
This was the first time I've used Mabey and I can certainly recommend and will recommend MABEY to all my associates.		10	

#### We had no understanding of your requirements

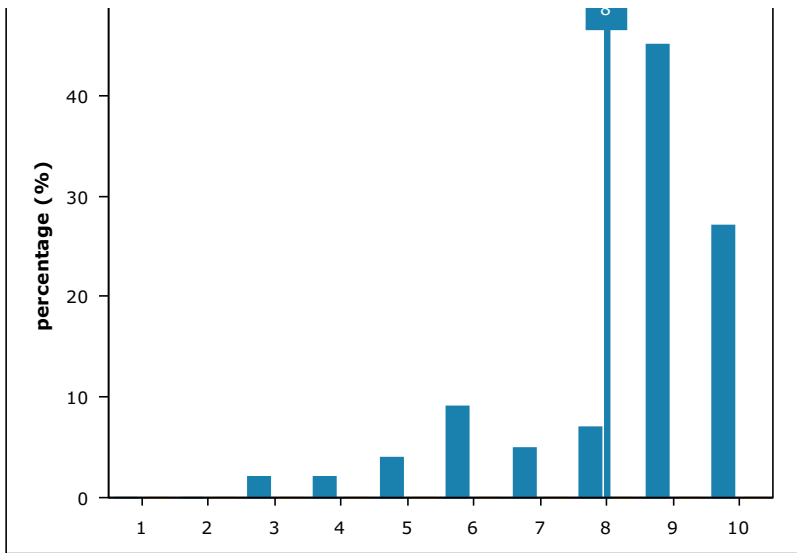


#### We had an excellent understanding of your requirements

Comment	Score
A plan drawing should have been issued to me showing the assembly details of panels delivered. I had panels and fittings missing to complete the job and panels sent with the original delivery which were not needed. I requested various items we were desperate for which were sent down on three separate deliveries over a period of a week. One delivery was completely incorrect and not needed but I am still being asked to pay for them. I had to cancel the delivery of ready mixed concrete twice.	2
More advice on the capabilities of the products & an installation service would have been helpful.	4
The attitude of staff on the telephone	6

	Comment	6	Score
answer the phone quicker		6	
Be more in touch with your customers by phone rather than sending bump in the post		6	
10 days to receive a quotation, internal communications at Nottingham Depot between sales and engineers		6	
More information of new and existing equipment on a regular basis		6	
Take more care of their staff and their equipment		6	
QUICKER REPOSE TO TAKEING CALLS		8	
None		8	
N/A		8	
Not at this moment the sales team are efficient and knowledgeable		8	
Delivery of equipment very unorganised, very untimely, seem to have far more deliveries than should be necessary or what we experience by your competitors. Equipment seems to come from all over the country. Occasionally component parts of the equipment are missing or late. Off-hiring of equipment is very unorganised, usually the equipment we off-hire is not collected in full, collection notes are not completed appropriately by your drivers. There is more but i have run out of allowed words.		8	
Nothing		8	
It always seems to take a while to find out about stock levels. It has to be "checked out in the yard" each time.		8	
Slightly quicker delivery of equipment to site!		8	
if only they could employ more people like Sola, that would be great		8	
Test		8	
None		9	
Test Sunday		9	
Test Sunday		9	
Nothing		9	
Test Sunday		9	
The costing process including rates for tiny components makes it unnecessarily complicated, a lump sum for the job would have been better and where materials come and go from site its difficult to manage.		9	
Sometimes the delivery to site could be more prompt.		9	
need more attention to refunding deposit money		9	
TEST		9	
Test		9	
Test		9	
None		9	
Collections, the drivers are always in a rush and you can never get the same full load on a return		9	
N/A		9	
Be more selective with the external HIAB lorry drivers		9	
The returns. Takes so long to get back confirmation everything is off hired		9	
no		9	
no		9	
none brilliant service		10	
This was the first time I've used Mabey and I can certainly recommend and will recommend MABEY to all my associates.		10	
No		10	
I don't agree with having to pay for two weeks minimum hire period ,When I only needed the equipment for 1 x day !		10	
We have nothing but positive perseption and experience of mabey Hire		10	
Yes , Delivery is a joke! not being able to offer crane off load for 2.5 ton of equipment is unacceptable . We arranged our own transport through a contractor. Due to the price quoted @ £300 each way is noncompetitive.		10	
Rep site visits when off hiring large amounts plant to avoid arguments further down the line when Mabey claim plant is damaged. Mostly an issue with sheet piles.		10	
Change the information on the invoices to show whole items and price ie complete manhole box currently broken down in to struts and bolts.		10	



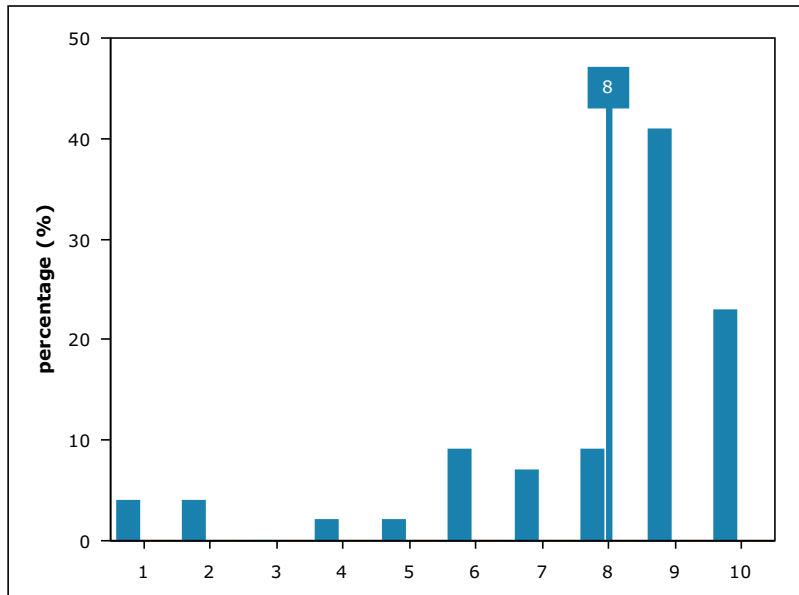


We were visibly responsible and demonstrated safe working practices

Comment	Score		
Take more care of their staff and their equipment	3	<input type="text"/>	<input type="text"/>
if only they could employ more people like Sola, that would be great	4		<input type="text"/>
10 days to receive a quotation, internal communications at Nottingham Depot between sales and engineers	5		<input type="text"/>
More advice on the capabilities of the products & an installation service would have been helpful.	5		<input type="text"/>
answer the phone quicker	6		<input type="text"/>
Be more in touch with your customers by phone rather than sending bump in the post	6	<input type="text"/>	<input type="text"/>
More information of new and existing equipment on a regular basis	6		<input type="text"/>
Delivery of equipment very unorganised, very untimely, seem to have far more deliveries than should be necessary or what we experience by your competitors. Equipment seems to come from all over the country. Occasionally component parts of the equipment are missing or late. Off-hiring of equipment is very unorganised, 7 usually the equipment we off-hire is not collected in full, collection notes are not completed appropriately by your drivers. There is more but i have run out of allowed words.			<input type="text"/>
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None	8		
Not at this moment the sales team are efficient and knowledgeable	8		
The attitude of staff on the telephone	8	<input type="text"/>	
Sometimes the delivery to site could be more prompt.	9		
need more attention to refunding deposit money	9		
TEST	9		
Test	9		
Test	9		
None	9		
Test	9		
None	9		
Test Sunday	9		
Test Sunday	9		
Nothing	9		
Test Sunday	9		
Collections, the drivers are always in a rush and you can never get the same full load on a return	9		
The returns. Takes so long to get back confirmation everything is off hired	9		
no	9		
no	9		
QUICKER REPONSE TO TAKEING CALLS	9		

	Comment	9	Score
	Nothing	9	
	N/A	9	
	Be more selective with the external HIAB lorry drivers	9	
	I don't agree with having to pay for two weeks minimum hire period ,When I only needed the equipment for 1 x day !	10	
	The costing process including rates for tiny components makes it unnecessarily complicated, a lump sum for the job would have been better and where materials come and go from site its difficult to manage.	10	
	none brilliant service	10	
	This was the first time I've used Mabey and I can certainly recommend and will recommend MABEY to all my associates.	10	
	No	10	
	Yes , Delivery is a joke! not being able to offer crane off load for 2.5 ton of equipment is unacceptable . We arranged our own transport through a contractor. Due to the price quoted @ Â£300 each way is noncompetitive.	10	
	Rep site visits when off hiring large amounts plant to avoid arguments further down the line when Mabey claim plant is damaged. Mostly an issue with sheet piles.	10	
	We have nothing but positive persepction and experience of mabey Hire	10	
	Change the information on the invoices to show whole items and price ie complete manhole box currently broken down in to struts and bolts.	10	
	N/A	10	
	Slightly quicker delivery of equipment to site!	10	
	It always seems to take a while to find out about stock levels. It has to be "checked out in the yard" each time.	10	

#### We were late and missed our deadlines

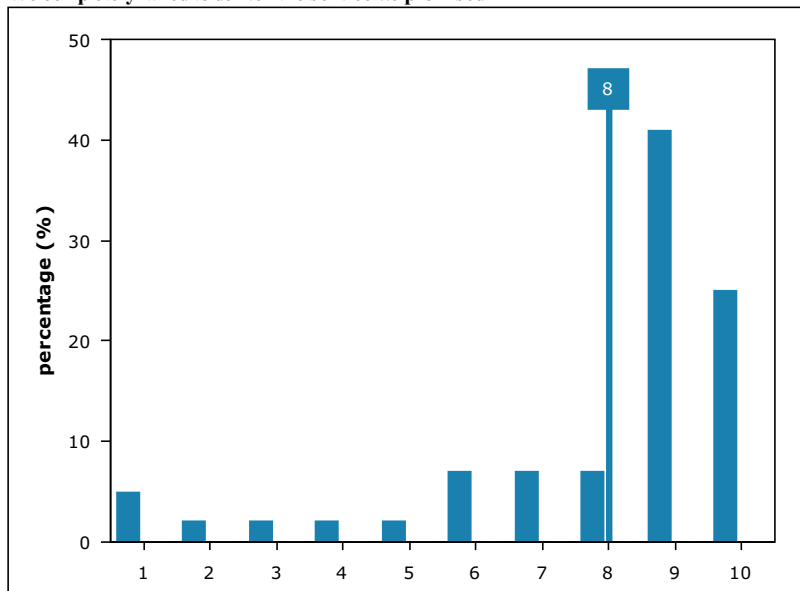


#### We met the agreed deadlines

Comment	Score	
The attitude of staff on the telephone	1	<input type="text"/>
A plan drawing should have been issued to me showing the assembly details of panels delivered. I had panels and fittings missing to complete the job and panels sent with the original delivery which were not needed. I requested various items we were desperate for which were sent down on three separate deliveries over a period of a week. One delivery was completely incorrect and not needed but I am still being asked to pay for them. I had to cancel the delivery of ready mixed concrete twice.	2	<input type="text"/>
Delivery of equipment very unorganised, very untimely, seem to have far more deliveries than should be necessary or what we experience by your competitors. Equipment seems to come from all over the country. Occasionally component parts of the equipment are missing or late. Off-hiring of equipment is very unorganised, usually the equipment we off-hire is not collected in full, collection notes are not completed appropriately by your drivers. There is more but i have run out of allowed words.	2	
if only they could employ more people like Sola, that would be great	4	
10 days to receive a quotation, internal communications at Nottingham Depot between sales and engineers	5	
Be more in touch with your customers by phone rather than sending bump in the post	6	<input type="text"/>
More information of new and existing equipment on a regular basis	6	
answer the phone quicker	6	
Take more care of their staff and their equipment	6	<input type="text"/>
Nothing	7	
Slightly quicker delivery of equipment to site!	7	
None	7	
Not at this moment the sales team are efficient and knowledgeable	8	
More advice on the capabilities of the products & an installation service would have been helpful.	8	
Rep site visits when off hiring large amounts plant to avoid arguments further down the line when Mabey claim plant is damaged. Mostly an issue with sheet piles.	8	
It always seems to take a while to find out about stock levels. It has to be "checked out in the yard" each time.	8	
The costing process including rates for tiny components makes it unnecessarily complicated, a lump sum for the job would have been better and where materials come and go from site its difficult to manage.	9	
Sometimes the delivery to site could be more prompt.	9	
need more attention to refunding deposit money	9	
TEST	9	
Test	9	
Test	9	
None	9	

Test	Comment	9	Score
None		9	
Test Sunday		9	
Test Sunday		9	
Nothing		9	
Test Sunday		9	
QUICKER REPONSE TO TAKEING CALLS		9	
no		9	
no		9	
N/A		9	
Be more selective with the external HIAB lorry drivers		9	
Change the information on the invoices to show whole items and price ie complete manhole box currently broken down in to struts and bolts.		9	
N/A		9	
We have nothing but positive perseption and experience of mabey Hire		10	
The returns. Takes so long to get back confirmation everything is off hired		10	
Collections, the drivers are always in a rush and you can never get the same full load on a return		10	
Yes , Delivery is a joke! not being able to offer crane off load for 2.5 ton of equipment is unacceptable . We arranged our own transport through a contractor. Due to the price quoted @ Â£300 each way is noncompetitive.		10	
I don't agree with having to pay for two weeks minimum hire period ,When I only needed the equipment for 1 x day !		10	
none brilliant service		10	
This was the first time I've used Mabey and I can certainly recommend and will recommend MABEY to all my associates.		10	
No		10	

**We completely failed to deliver the service we promised**



**We did what we said we were going to do in the time that we said**

Comment	Score
Be more in touch with your customers by phone rather than sending bump in the post	1
The attitude of staff on the telephone	1
Delivery of equipment very unorganised, very untimely, seem to have far more deliveries than should be necessary or what we experience by your competitors. Equipment seems to come from all over the country. Occasionally component parts of the equipment are missing or late. Off-hiring of equipment is very unorganised, usually the equipment we off-hire is not collected in full, collection notes are not completed appropriately by your drivers. There is more but i have run out of allowed words.	2

if only they could employ more people like Sola, that would be great	3	Score
A plan drawing should have been issued to me showing the assembly details of panels delivered. I had panels and fittings missing to complete the job and panels sent with the original delivery which were not needed. I requested various items we were desperate for which were sent down on three separate deliveries over a period of a week. One delivery was completely incorrect and not needed but I am still being asked to pay for them. I had to cancel the delivery of ready mixed concrete twice.	4	<input type="text"/>
10 days to receive a quotation, internal communications at Nottingham Depot between sales and engineers	5	
More information of new and existing equipment on a regular basis	6	
answer the phone quicker	6	
Take more care of their staff and their equipment	6	<input type="text"/>
Slightly quicker delivery of equipment to site!	7	
More advice on the capabilities of the products & an installation service would have been helpful.	7	
Nothing	7	
Not at this moment the sales team are efficient and knowledgeable	8	
Rep site visits when off hiring large amounts plant to avoid arguments further down the line when Mabey claim plant is damaged. Mostly an issue with sheet piles.	8	
None	8	
Test	8	
Test	9	
None	9	
Test	9	
None	9	
Test Sunday	9	
Test Sunday	9	
Nothing	9	
Test Sunday	9	
TEST	9	
Collections, the drivers are always in a rush and you can never get the same full load on a return	9	
Yes , Delivery is a joke! not being able to offer crane off load for 2.5 ton of equipment is unacceptable . We arranged our own transport through a contractor. Due to the price quoted @ £300 each way is noncompetitive.	9	
N/A	9	
The costing process including rates for tiny components makes it unnecessarily complicated, a lump sum for the job would have been better and where materials come and go from site its difficult to manage.	9	
Sometimes the delivery to site could be more prompt.	9	
need more attention to refunding deposit money	9	
QUICKER REPONSE TO TAKEING CALLS	9	
N/A	9	
Be more selective with the external HIAB lorry drivers	9	
no	9	
no	10	
This was the first time I've used Mabey and I can certainly recommend and will recommend MABEY to all my associates.	10	
No	10	
I don't agree with having to pay for two weeks minimum hire period ,When I only needed the equipment for 1 x day !	10	
It always seems to take a while to find out about stock levels. It has to be "checked out in the yard" each time.	10	
Change the information on the invoices to show whole items and price ie complete manhole box currently broken down in to struts and bolts.	10	
We have nothing but positive perseption and experience of mabey Hire	10	
The returns. Takes so long to get back confirmation everything is off hired	10	
none brilliant service	10	



The names of people and the associated comments, where submitted, are listed exactly as they were typed in.

- Alan Kerr and Mike Bailey (1)  
Nothing was too much trouble and they really exceeded our expectations, and really made us think they cared about the project.
- All at Wigan depot (1)  
From original enquiry to material arriving on site was a pleasure
- All were good (1)  
N/A
- Andrea at Durham branch and Suzanne at Dewsbury branch were both fantastic (1)  
They both did what they said they would. Ours was a small order but they helped in everyway to help us out. Feels a bit difficult for a Englishman to say but we felt our custom was important to them and Maybe Hire.
- Bob Walsh & Natasha Thorn (1)  
Always prompt in there actions and keen to assist
- Carol Fleming (1)  
Carol was the first person I met from the office. Very pleasant person
- clare jones (1)  
Clare help me out of a very difficult situation Kevin from Lion track hire will be see her in person when things slow down
- Don Dewar (1)  
Very Helpful very good product knowledge
- Don dewer (2)  
Very helpful and quick turn around on temp works design and helpful follow up to order  
very product knowledgeable would sun it up and always helpful and will always get back if not available at the time.
- FRANK OWENS , LORRAINE WILKIE (1)  
Very Helpful
- Geoff tried his best but to no avail. (1)  
Speak to Geoff
- J Seddon / D Alonso / J O'Hagan (1)  
Jon Seddon for initially developing the idea of using less frames and higher spec sheet piles. Daniel Alonso for repeatedly re-visiting the design to fine tune it. John O'Hagan for keeping close to the project on a whole.
- Keith Mason (1)  
Always responsive, helpful and deals with any issues quickly.
- Kieth Mason (1)  
Always at hand, willing to come and see us onsite and make sure we have the correct equipment for the job and to inform us on new items of kit that you have. Aslo to discuss and resolve any issues we have regarding invoices
- mark gent (1)  
good service and to work with- good product knowledge
- Matt Green/Matt Webb (1)  
Very involved and helpful. Fantastic engineering department.
- Matt Webb (1)  
super efficient, very helpful & understands how we work and the importance of our deadlines
- Matt Webb - without Matt i wouldn't hire a fraction of the equipment i do. Matt is quick to respond to any queries, and does his absolute best to ensure our experience is a good one and as smooth as possible, however he cannot be expected to run the company by himself and is thus let down by other departments (1)  
Mabey are quick to accept orders, but the actual transportation and delivery of equipment seem to be an afterthought. Collections are very slow and disorganised. Booking in of equipment takes too long. There is not enough effective communication for any discrepancies of off-hired equipment, or notification by Mabey hire of what we have asked to be off-hired, to what has actually been collected and booked back in. Due to this we get alot of invoice queries and cannot maintain correct records.
- Michelle and Julie (1)  
Always very helpful, quotations arrive quickly ,very polite and jovial
- Mike Bailey & Julie Rendell (1)  
Always provide us with an excellent service and meet our requirements.
- Mike Bailey, Julie Rendell, John Fenney & Michelle James (1)  
Always professional and great service
- MR DON DEWER (1)  
I have known don for a lot of years he impressed me with his product knowledge when I first spoke to him about a job that I had that was 7 meters high and we needed to have a shuttering system that was manageable by 2 men and able to be supported by the last pour, the job was difficult due to access, Don visited site made suggestions, sent the equipment required, came to site to make sure that everything was working as well as he thought it should. I for advise I put anyone on to Don
- Natasha Thorn and Toni Fowler (1)  
From the beginning both were attentive and very helpful, understood that I wasn't confident in terms of knowing what equipment was needed and ensured that everything was where it needed to be, when it needed to be.
- NO (1)  
Totally unhappy with the service provided by your Bury St Edmunds depot

- None (2)  
None  
Test
- Peter (3)  
Fun  
FUN  
Fun
- Peter James, Steve Yarwood and Sarah Woodyatt (1)  
They all worked to a tight deadline and kept us informed of any issues. Very helpful
- Rebecca Attwood (1)  
Extremely helpful
- Roger Moore (1)  
He is a brilliant communicator
- Sam - the rep (1)  
Always helpfull
- TEST (3)  
Excellent  
Excellent  
Excellent
- tracey parson (1)  
Dealt with my inquiry quickly and sorted out the issues with the hire which arose
- Yes . Mark Gent (1)  
1st Class service from enquiry to placement of order

#### Amber Flag Responses: 12



During this reporting period (22/11/2009 - 22/12/2016), 12 customer(s) completed the survey with an amber flag response. This compares with 0 customer(s) over the previous reporting period of the same duration (22/10/2002 - 21/11/2009).

#### Red Flag Responses: 4



During this reporting period (22/11/2009 - 22/12/2016), 4 customer(s) completed the survey with a red flag response. This compares with 0 customer(s) over the previous reporting period of the same duration (22/10/2002 - 21/11/2009).

Comments for this period:

This section lists all of the comments submitted in this reporting period as well as highlighting any comments linked to either a red and/or amber flag response.

Comment	Red Flag	Amber Flag
10 days to receive a quotation, internal communications at Nottingham Depot between sales and engineers		🚩
We have nothing but positive perception and experience of mabey Hire		
Not at this moment the sales team are efficient and knowledgeable		
Change the information on the invoices to show whole items and price ie complete manhole box currently broken down in to struts and bolts.		
A plan drawing should have been issued to me showing the assembly details of panels delivered. I had panels and fittings missing to complete the job and panels sent with the original delivery which were not needed. I requested various items we were desperate for which were sent down on three separate deliveries over a period of a week. One delivery was completely incorrect and not needed but I am still being asked to pay for them. I had to cancel the delivery of ready mixed concrete twice.	🚩	🚩
Be more in touch with your customers by phone rather than sending bumph in the post	🚩	🚩
N/A		
More information of new and existing equipment on a regular basis		🚩
Collections, the drivers are always in a rush and you can never get the same full load on a return		
Yes , Delivery is a joke! not being able to offer crane off load for 2.5 ton of equipment is unacceptable . We arranged our own transport through a contractor. Due to the price quoted @ £300 each way is noncompetitive.		
Rep site visits when off hiring large amounts plant to avoid arguments further down the line when Mabey claim plant is damaged. Mostly an issue with sheet piles.		
Delivery of equipment very unorganised, very untimely, seem to have far more deliveries than should be necessary or what we experience by your competitors. Equipment seems to come from all over the country. Occasionally component parts of the equipment are missing or late. Off-hiring of equipment is very unorganised, usually the equipment we off-hire is not collected in full, collection notes are not completed appropriately by your drivers. There is more but i have run out of allowed words.		🚩
The returns. Takes so long to get back confirmation everything is off hired		
no		
no		
This was the first time I've used Mabey and I can certainly recommend and will recommend MABEY to all my associates.		
No		
QUICKER REPONSE TO TAKEING CALLS		
answer the phone quicker		🚩
N/A		
Be more selective with the external HIAB lorry drivers		
I don't agree with having to pay for two weeks minimum hire period ,When I only needed the equipment for 1 x day !		
The attitude of staff on the telephone	🚩	
More advice on the capabilities of the products & an installation service would have been helpful.		🚩
None		
none brilliant service		
Nothing		
The costing process including rates for tiny components makes it unnecessarily complicated, a lump sum for the job would have been better and where materials come and go from site its difficult to manage.		
Sometimes the delivery to site could be more prompt.		
need more attention to refunding deposit money		
It always seems to take a while to find out about stock levels. It has to be "checked out in the yard" each time.		
Slightly quicker delivery of equipment to site!		
if only they could employ more people like Sola, that would be great		🚩
Take more care of their staff and their equipment	🚩	🚩
TEST		
Test		
Test		
None		
Test		



None		
Test Sunday		
Test Sunday		
Nothing		
Test Sunday		

Comments received from other sources:

- The service that was provided by Mabey at Nottingham was exemplary