

## NEWSLETTER 3 - Servicing

Some owners of NatSol Full Access toilets have expressed an interest in a service arrangement.

In the past NatSol has only carried out servicing on the rare occasions where a toilet has not been functioning well. Usually this was due in part to a lack of appropriate management.

A service might take around 2 hrs. However, a large part of the cost would be due to travel and this would depend on the number of visits in a given area. If the service needed to be at short notice then costs would be higher as it might not be possible to share travelling between several installations.

**We would be pleased to receive back the following completed questionnaire:**

### General

On a scale of 1-5, with 1 being least satisfied and 5 being most satisfied, please indicate your thoughts on the following:

1. The functioning of your Full Access toilet system: .....
2. The clarity of the Management Guide: .....
3. Your customer service experience when contacting Natsol: .....

### Servicing

On a scale of 1-5, with one being least likely and 5 being most likely, please indicate your thoughts on the following:

1. We would be interested in a service arrangement from NatSol: .....
2. For an annual service we would be willing to pay (between £100 and £1000): £.....

Any further comments: -

**Your name:** ..... **Site name or contract no:** .....

Please save this form and then email it as an attachment

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