

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 £500): £.....

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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