

Your septic tank pump-out



Council called today to pump out your septic tank.

Here's an update on what we found.

Address:

Tank pumped out

Work completed and reinstated

A fault was found with your system (please see below)

A return visit is necessary and will be made within approximately _____ working days to complete this work

Final reinstatement is required and will be completed within _____ working days

Tank NOT pumped out (reasons below):

Dog on property Locked gate

Tank not found. Please contact Auckland Council with more information about its location

A return visit is necessary and will be made within approximately _____ working days to complete this work

Contractor's comments:

A septic tank inspection report will shortly be sent to the owner providing pump out data and any faults found.

For queries related to this matter, please phone Auckland Council on 09 301 0101 and quote the work order number below.

Date:

Crew attending:

Work order number:

Your feedback is important.

Please take the time to answer the questions below as this helps us evaluate performance.

Please cut and return this slip.



Septic tank pump-out customer feedback

Work order number:

	Very unsatisfied				Very satisfied	
	1	2	3	4	5	
1. How satisfied are you with contact/notification given?	1	2	3	4	5	
2. If you contacted the contractor - ease to contact and response?	1	2	3	4	5	
3. How satisfied were you with the quality of the work carried out?	1	2	3	4	5	
4. If you had contact with the on-site service people, how helpful were they?	1	2	3	4	5	
5. Overall, how satisfied are you with the service you received?	1	2	3	4	5	

Additional comments:

Name:

Contact (day):

(evening):

FreePost Authority Number 233890



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