One hundred and four jobs, nine persisting problems out of forty

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Fictional document

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> **Fictional document**, produced for demonstration. **Cases are closed by whoever did the work, never by whoever had the problem.**

Finding	Value
Jobs marked "completed"	**104**
Tenants contacted afterwards	**0**
Cases checked afterwards	**40**
Persisting problems	**9**
With no new request from the tenant	**6 of the 9**

They took it that the work was done and that it would be the same again.

The question asked

Element	Used?
"Is it resolved?", a few days later	**Yes**
A satisfaction scale	**No**
A score	**No**

> **A score measures a mood; a question measures the problem.**

What is done with a negative answer

The original case is **reopened**, never replaced by a new one — otherwise the home shows two requests instead of one unresolved problem.

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