



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

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Fictional document

Fictional document — demonstration example

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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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