

Vehicle Amnesty Customer Survey

Q1 How did you become aware of the Vehicle Amnesty? (tick all that apply)

- Local Radio.....
- Local Paper.....
- TV.....
- Poster in library or garage.....
- Word of Mouth (friends, family, neighbour)
- TWBC Website
- Other.....

If Other, please specify

Q2 Did you think the Vehicle Amnesty was a good idea?

- Yes No

Q3 If No, please specify why:

Q4 Were you aware that Tunbridge Wells Borough Council offers a private car removal scheme for a fee?

- Yes No

Q9 Using a scale of one to five, where one is very satisfied and five is very dissatisfied, how satisfied are you with the following elements of the service received?

	1	2	3	4	5
The information received over the telephone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The helpfulness of staff when you visited the office	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The efficiency of the service provided by office staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The efficiency of the service provided by removal contractors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Taking everything into account, overall satisfaction with the service provided	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The Vehicle Amnesty was a short-term initiative organised by Tunbridge Wells Borough Council to generate awareness for residents to legally dispose of their unwanted / old vehicles.

The actual cost for collection and disposal is £35.25.

Q5 If in the future you have another vehicle to dispose of, would you be prepared to pay this to legally dispose of your vehicle?

- Yes No

Q6 If No, please specify why:

Q7 How much do you feel would be reasonable to pay to legally dispose of a vehicle?

Please enter a number
eg £35.25

Q8 How would you have disposed of your vehicle if you hadn't known about the amnesty?

- Private sale in the paper
- Sell / contact scrap merchant.....
- Would not have got rid of it
- Other.....

If Other, please specify:

Thank you for the time taken to complete this questionnaire. Please return using the enclosed pre-paid envelope.

If you require a copy of this survey in larger print, please contact 01892 554128.