

# Customer Satisfaction Survey



Whilst we hope that all our customers view their relationship with Ashcroft Trailer Hire Ltd positively, we recognise that there is always room for improvement. We also know that the best way to find out how we might improve our services is to ask you, our valued customer. As part of our ongoing quality and improvement initiative we ask that you take 2 minutes to complete our customer satisfaction survey with reference to our trailer hire, maintenance and services we provide and email your responses to [cheryl@ashcrofttrailer.co.uk](mailto:cheryl@ashcrofttrailer.co.uk)

Company / Customer: \_\_\_\_\_ Date: \_\_\_\_\_

Please tick the appropriate box

**1. How satisfied are you with Ashcroft Trailer Hires order to completion process?**

	Satisfied	Somewhat Satisfied	Dissatisfied
1.1 Speed of response to your enquiry	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.2 Salesman knowledge	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.3 Explanation of prices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.4 Ease of ordering	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.5 Condition upon collection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.6 Speed upon collection of trailer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Comments:** What could be done to improve the ordering to completion process?

**2. Please rate your satisfaction of each of the following services provided by Ashcroft Trailer Hire**

	Satisfied	Somewhat Satisfied	Dissatisfied
2.1 Reliability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.2 Overall performance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.3 Value for money	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.4 Trailer range	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.5 Maintenance services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.6 Payment Methods	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Comments:** What could be done to improve our trailers and services?

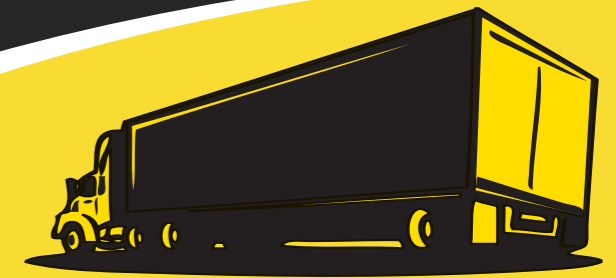
**3. How did you learn about Ashcroft Trailer Hire?**

- Website     
  Word of Mouth     
  Yellow Pages     
  BT Phonebook  
 www.yell.com     
  Sustainable Ireland     
  www.4ni.co.uk     
  Other

**If other:** Please state: \_\_\_\_\_

**Suggestions:** Please use this section for any improvements that you feel would improve customer satisfaction

**Ashcroft  
Trailer  
Hire**



**ARTICULATED TRAILER HIRE | SALES | REPAIRS**

# Levy Act to Give UK Hauliers a Fairer Deal

The HGV Road User Levy Act became law in February paving the way for a fairer deal for UK hauliers.

British vehicles have to pay to drive in Europe, while foreign trucks can drive in the UK without paying for the wear and tear they cause on the

roads. This will be counterbalanced by the new charge which will be introduced in April 2014.

The levy will be a time based charge of up to £1,000 a year or £10 a day and will apply to lorries weighing more than 12 tonnes, using UK roads.



**July Holidays 2013**

We will be **closed** on Friday 12th and Monday 15th July. We will **reopen** on Tuesday 16th July at 8am.

# Making Sure Your Fleet Is Roadworthy

**Y**ou're responsible for maintaining the roadworthiness of your vehicle. This will help avoid problems with vehicle checks.

## Driver Responsibilities

You must ensure your vehicle is safe to drive before setting off on a journey. You should carry out a walk around check of the vehicle before your journey and check the:

- lights
- tyres
- wheel fixings
- bodywork
- trailer coupling
- load and other equipment

You're also responsible for reporting any defects in writing to whoever's in charge of sorting out vehicle defects in your organisation. Reports should include the:

- vehicle registration or identification mark
- date of inspection
- details of the defects
- name of the person reporting the defects

## Operator Responsibilities

You must carry out safety inspections before you use a vehicle for the first time - even if you're just leasing, hiring or borrowing them.

### You must also:

- ensure that regular safety inspections are made
- give drivers clear written instructions of their responsibilities so they understand what they should do
- have a system to ensure that non-roadworthy vehicles are taken out of service



We provide up-to-date truck and trailer fleet maintenance and administration management for your fleet of vehicles. With this service we provide the following:

- Maintenance agreements
- Servicing contracts
- Fleet administration

We have 8100 sq ft workshop spread over 6 bays, which is equipped to service and repair all makes of light commercial vehicles to heavy goods vehicles. Let us deal with all of your vehicle management / maintenance needs and relieve you of the burden.

For further information please call Neil or Cheryl on the number below, Monday to Friday – 8am - 5.30pm.

**T:** 028 9083 2641  
**E:** [neil@ashcrofttrailer.co.uk](mailto:neil@ashcrofttrailer.co.uk)  
[cheryl@ashcrofttrailer.co.uk](mailto:cheryl@ashcrofttrailer.co.uk)



# IRHA Confirms Increase In Six Axle GVW



**G**ross Vehicle Weight for six axle combinations is set to increase to 46 tonnes, from April 1, according to the Irish Road Haulage Association (IRHA).

The IRHA on its website says, it has been lobbying extensively on this matter on behalf of the licenced road transport industry in order to inject greater efficiencies into the supply chain.

The IRHA says is "satisfied that the benefits will now be realised at ground level."

In order to operate at the revised weight limit the vehicle combination must have EBS on the tractor unit and trailer. Failure to meet this requirement will imply that the six axle combination must continue to operate at the current maximum permitted weight of 44 tonne.

The revised weight limit will become operational on April 1.



## Target The Right Audience With Ashcroft Trailer Hire

**We are selling advertising space in our newsletter**

Each month we reach 900 local individuals who work in the transport industry. For more information about advertising with us, please email us at [cheryl@ashcrofttrailer.co.uk](mailto:cheryl@ashcrofttrailer.co.uk)



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