

**FirstRate5
Customer Survey
2020**

FirstRate5 Customer Survey 2020

In April 2021, Sustainability Victoria (SV) issued an online customer survey to gather feedback about the FirstRate5 (FR5) technical support service, software development, and certificate generation Website. The survey covered the period April 2020 to April 2021.

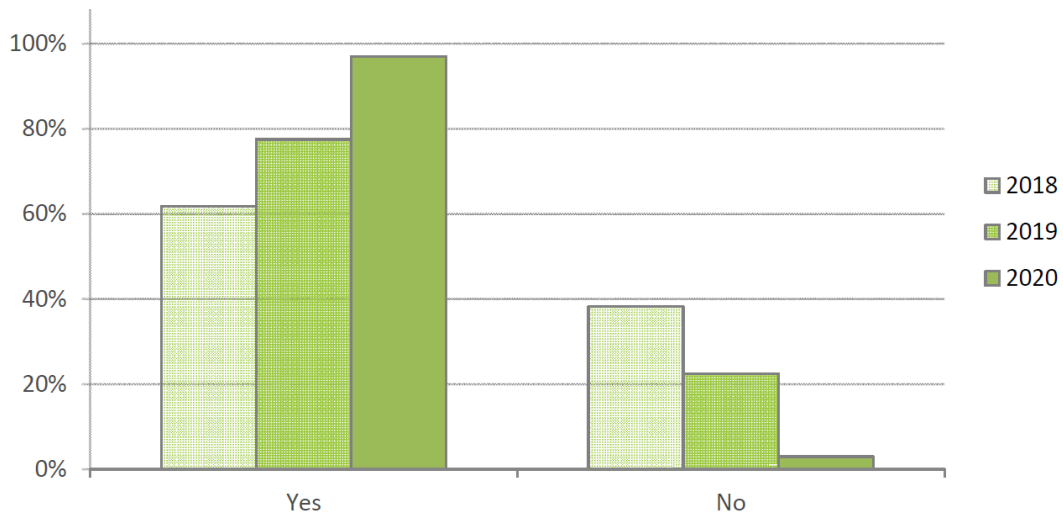
The FirstRate5 technical support service is designed to provide customers with a high level of support and a positive experience with the software tool and website. Comparing the survey responses to the previous years' responses helps the FR5 support team to identify ways to improve the technical support service offered to FR5 customers.

The main findings from this year's survey are summarised below. It should be noted that all figures reported are in relation to the customers who have responded to the survey rather than all FR5 customers.

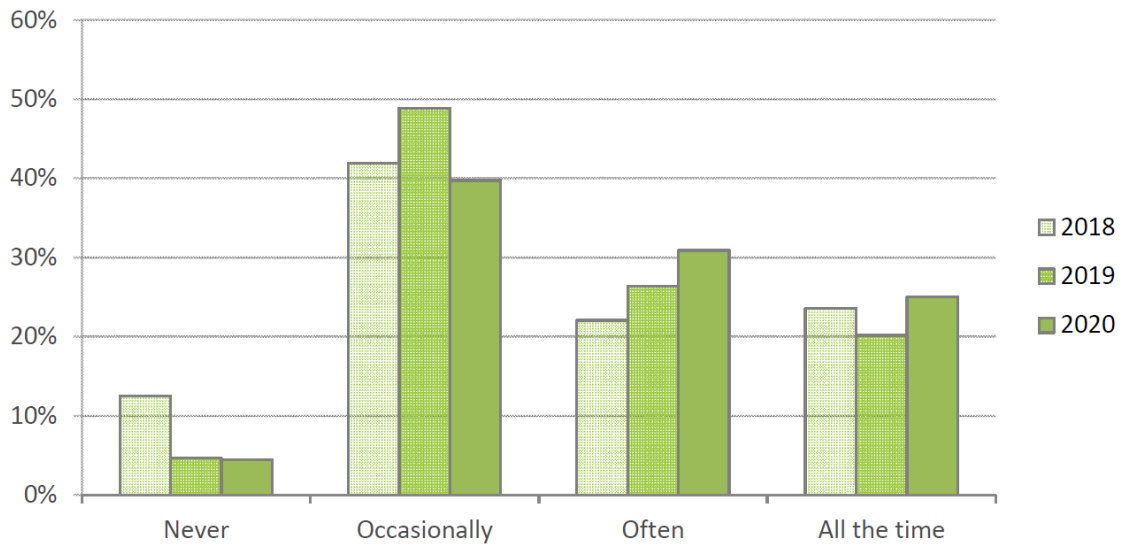
- Approximately 20% increase in accredited assessors. Less than 3% of customers who responded to the survey are unaccredited and this is a big increase from three years ago
- Increase in assessors encouraging customers to increase star ratings beyond 6 stars
- Customer satisfaction with the FR5 Helpdesk Service continues to remain high
- Positive feedback regarding the latest new features added in FR5 v5.3.1
- More customers are watching the FR5 training videos compared to previous years

Below are some of the survey results compared to the previous year.

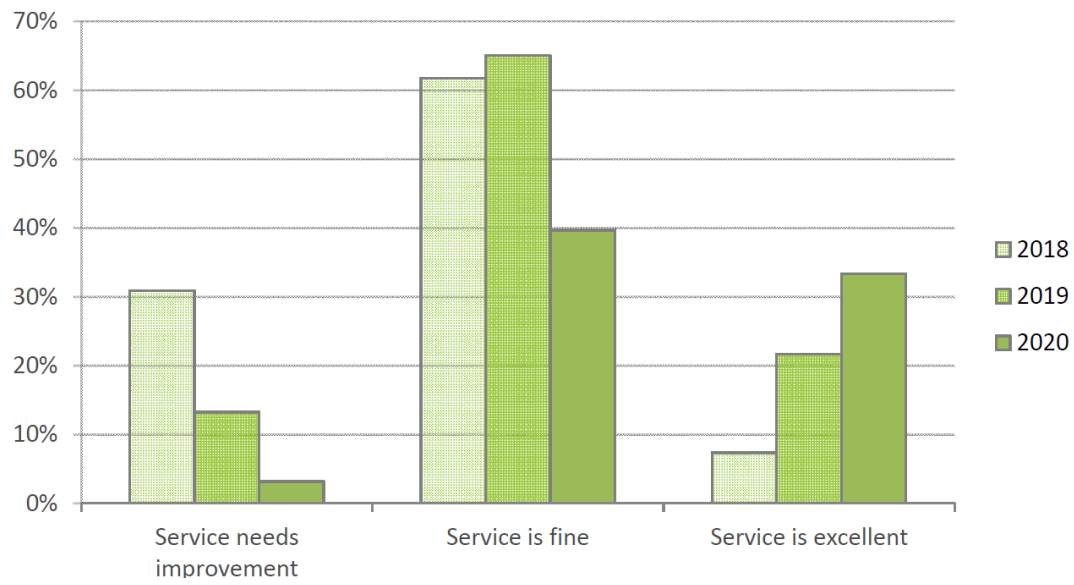
Are you a NatHERS accredited assessor?



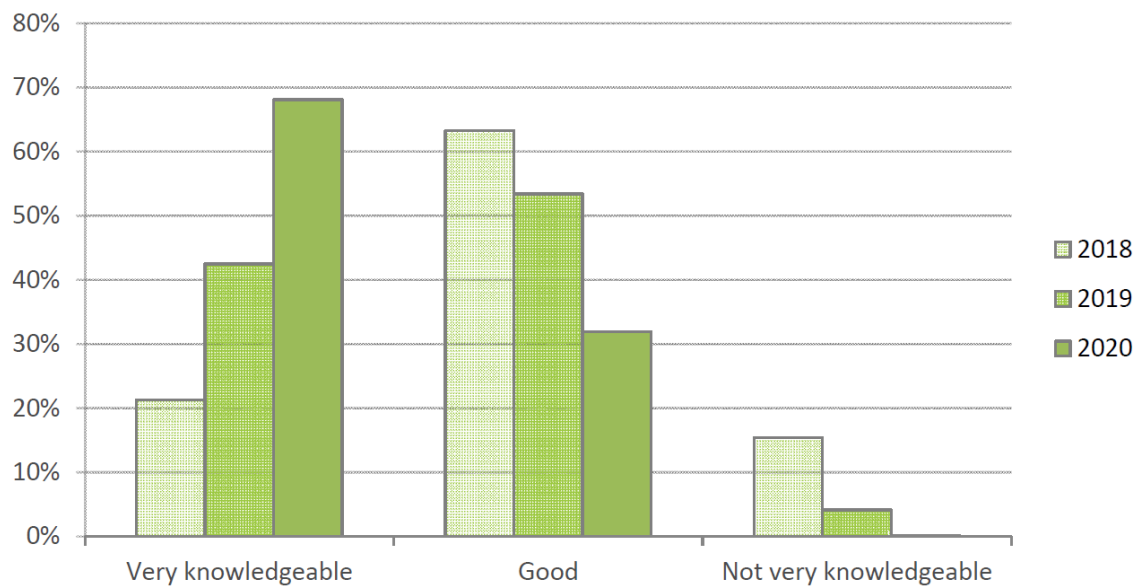
How frequently do you use FirstRate5 to give your customers/building designers options for improving the thermal performance of dwellings above the minimum required star rating?



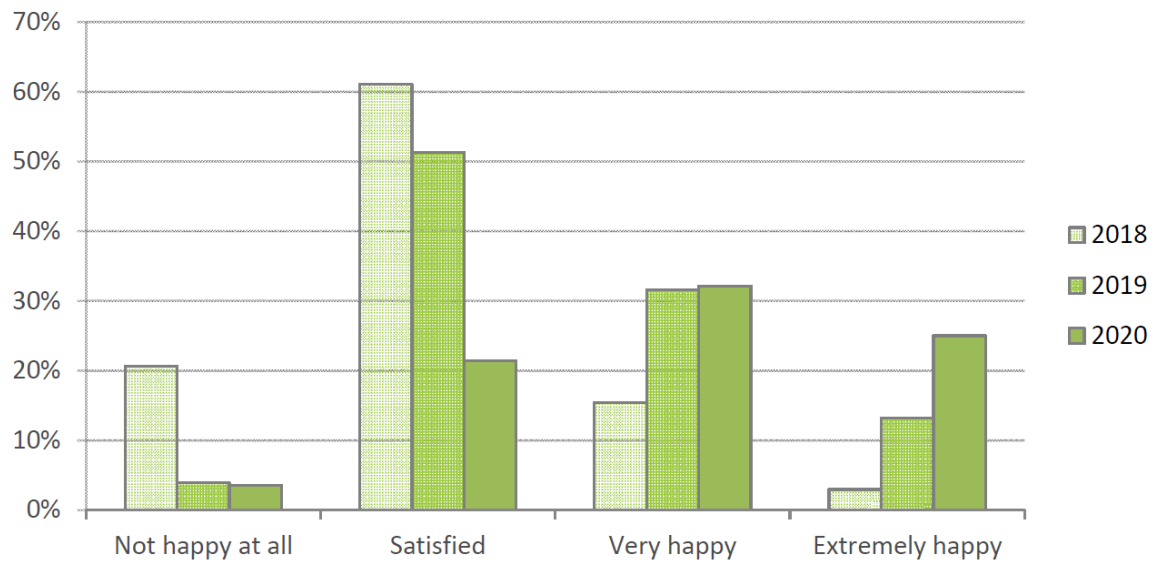
How do you rate the FirstRate5 helpdesk service?



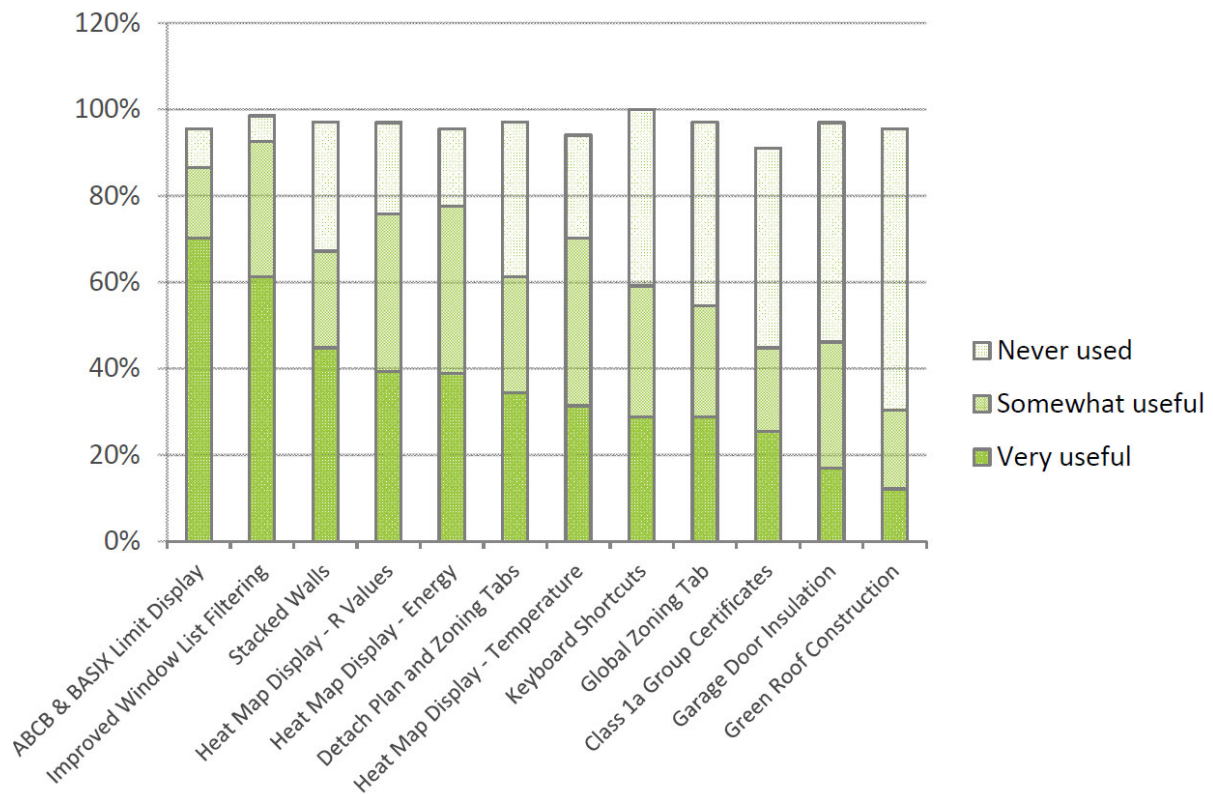
How would you describe the level of knowledge of the technical support staff that handled your enquiry?



Overall, were you happy with the response you received from the FirstRate5 technical support service?



FR5 has recently included the following new features. Please indicate how useful you find these features.



Do you find the FR5 Instruction Videos for each FR5 new release helpful?

