

**FirstRate5
Customer Survey
2019**

FirstRate5 Customer Survey 2019

In February 2020, Sustainability Victoria (SV) issued an online survey to gather feedback on the FirstRate5 (FR5) technical support service, software development, and certificate generation website. Similar to previous years, more than 100 FirstRate5 users completed the survey.

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

The main findings from this year's survey can be summarised by the following:

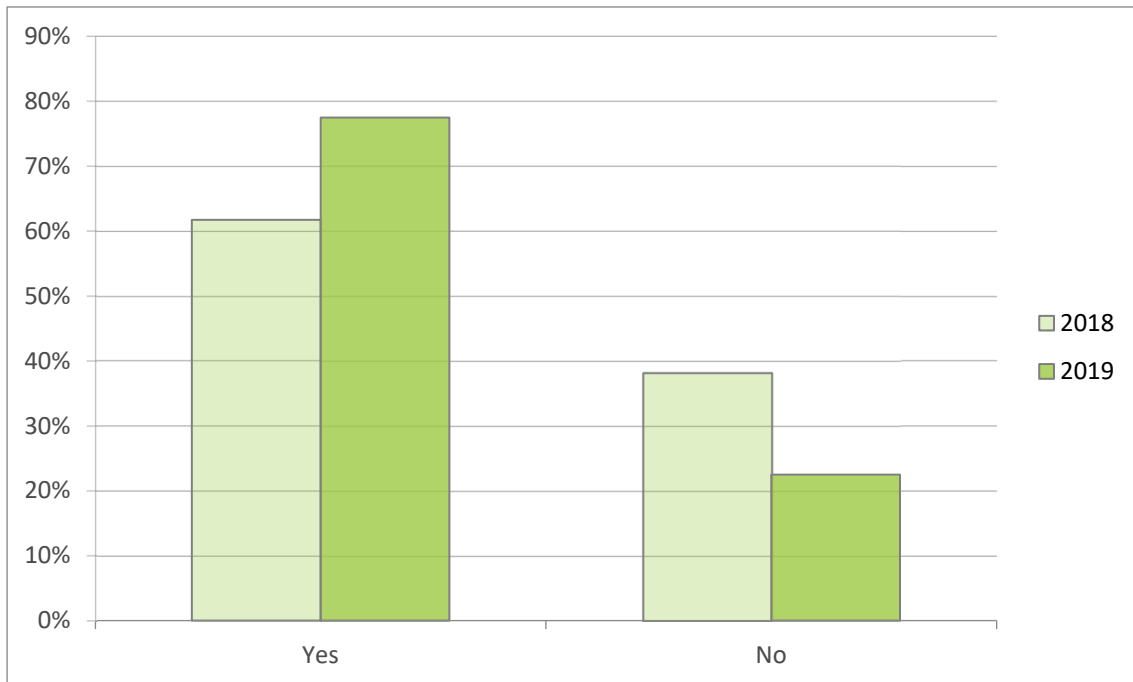
- Approximately 15% increase in Accredited Assessors
- More assessors encouraging customers to increase star ratings beyond 6 stars
- Overall improvement with the FR5 Helpdesk Service since 2018 survey
- Positive feedback regarding the latest new features added in FR5 v5.2.11 & v5.3.0

From this survey, Sustainability Victoria has also identified the top improvements customers have requested. We are currently aiming to implement these improvements in the future:

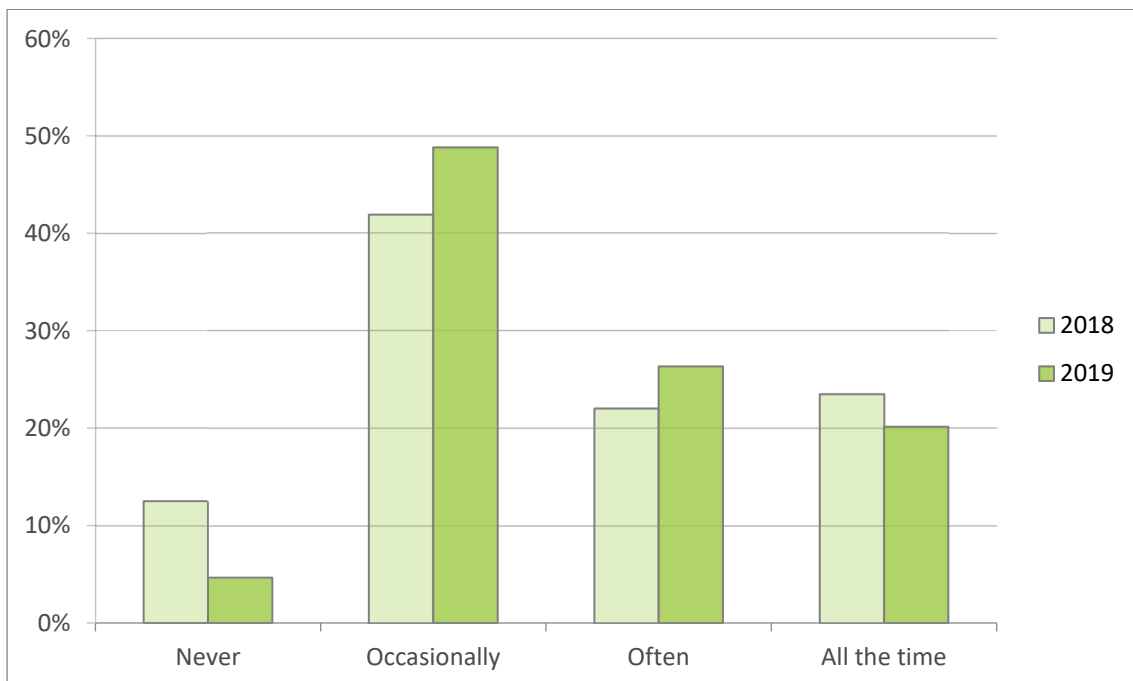
- Heating/Cooling load limits automatically calculated and displayed
- Global Zoning Tab that allows the ability to open/edit multiple projects
- Improved diagnostic reporting with heat map layering displayed on the plan tab
- Improved eave input/editing

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

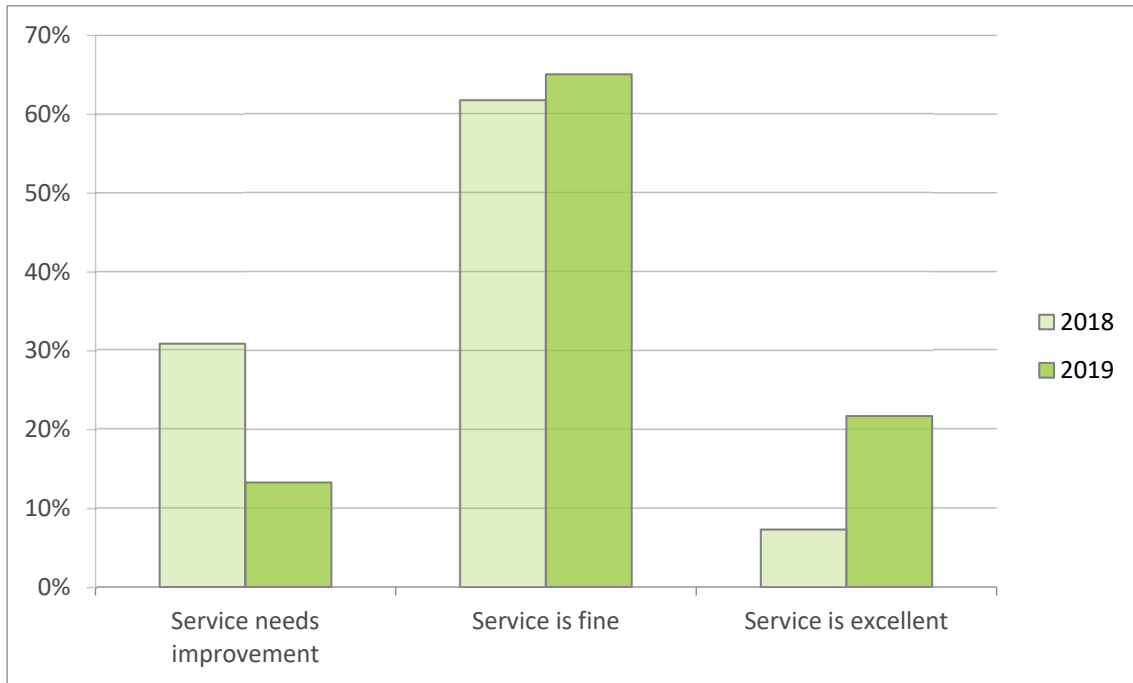
Are you a NatHERS accredited assessor?



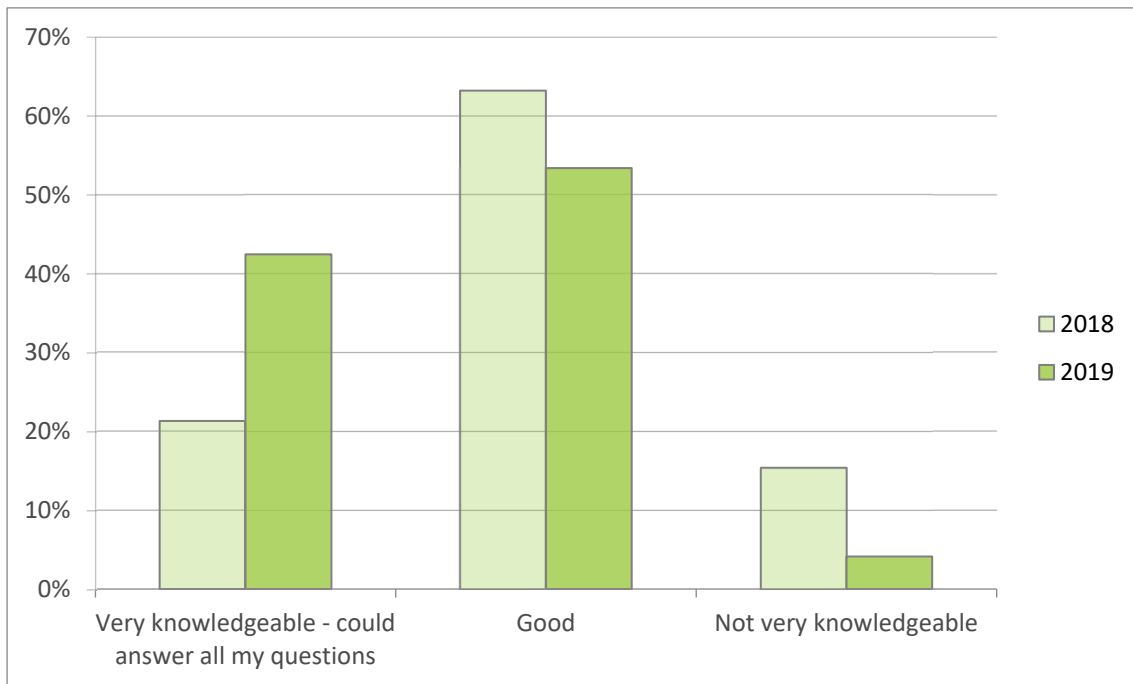
How frequently do you use FirstRate5 to give your customers/building designers options for improving the thermal performance of dwellings above the minimum required star rating?



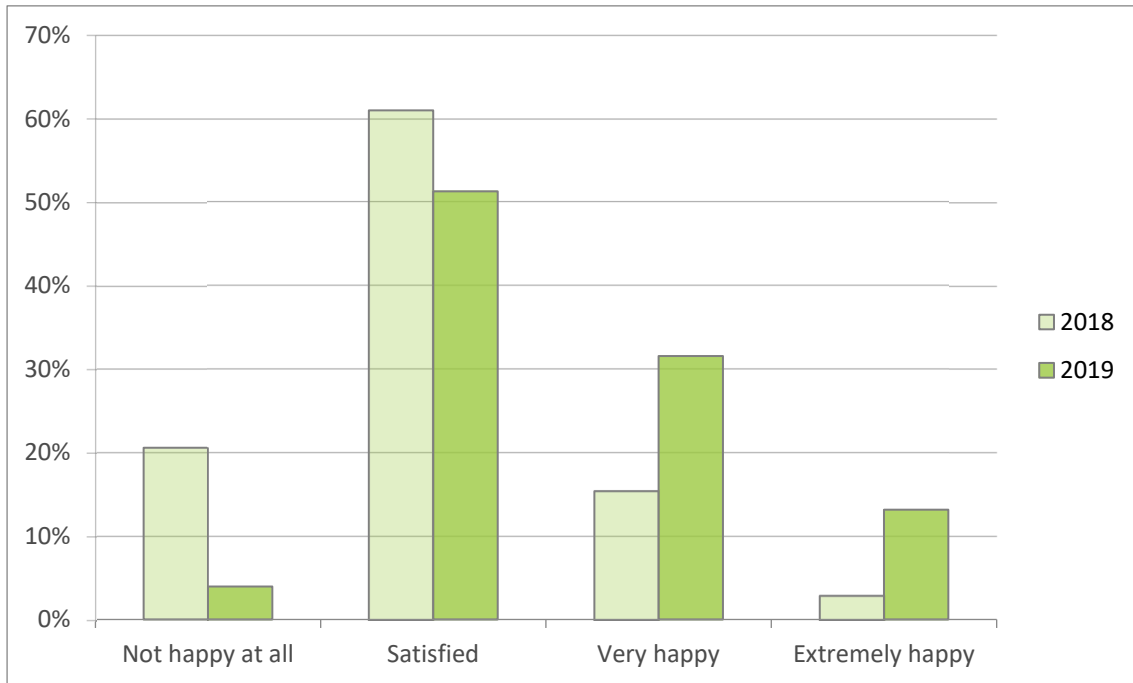
How do you rate the FirstRate5 helpdesk service?



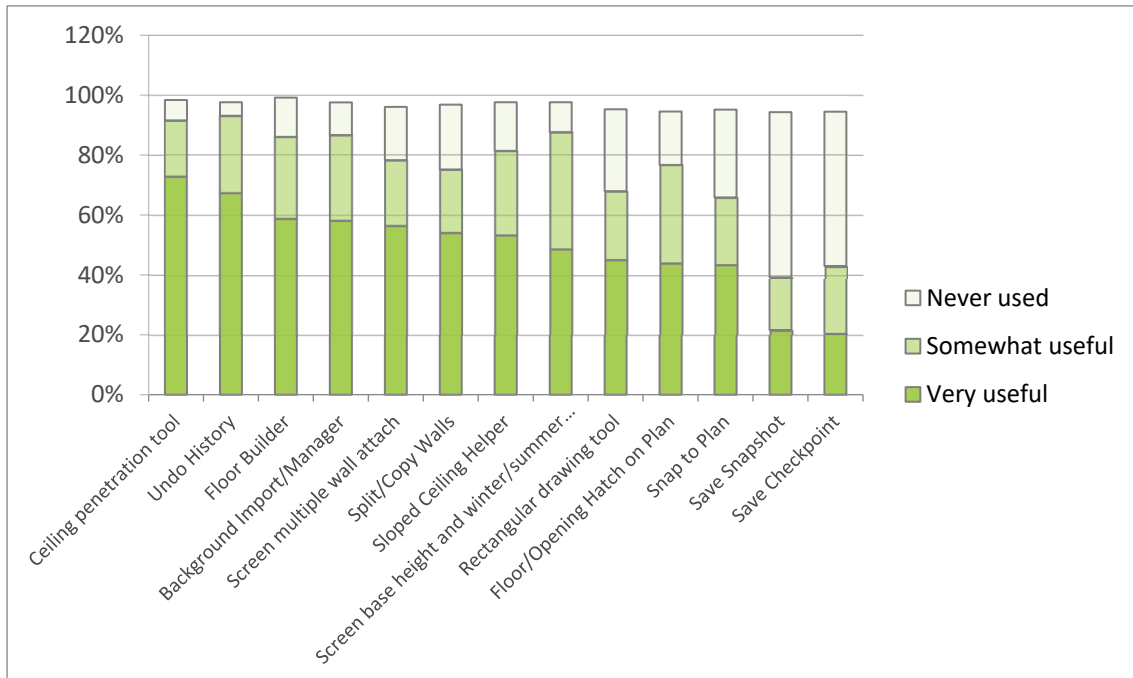
How would you describe the level of knowledge of the technical support staff that handled your enquiry?



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? If you have any feedback, please add in the comments below.

