

GLOUCESTER CITY HOMES

LEASEHOLDER SURVEY

April-06

From an initial issue of 238 surveys, the following scores have been achieved for questions 1 - 3 from 40 replies (16.81% return) and ranked.

Question		No	% age of replies
1. Have you been in contact with the leaseholder service in the last 12 months?	Yes	27	67.5%
	No	13	32.5%
2. How did you last contact the leaseholder service?	Other	18	45.0%
	Visited Office	8	20.0%
	Wrote	4	10.0%
	E-mail	1	2.5%
3. What did you last have contact about?	Service charges	13	32.5%
	Repairs	10	25.0%
	Other	9	22.5%
	Cleaning service	8	20.0%
	Grounds	3	7.5%
	Accounts-statement	2	5.0%

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GLoucester City Homes

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From an initial issue of 238 surveys, the following scores out of 10 have been achieved for questions 4 - 23 from 40 replies (16.81% return)

QUESTION	Average Score
4. If you contacted us about leaseholder issues how well did our staff respond?	6.23
5. How well did they deal with your enquiry?	6.04
6. How satisfied were you with the final outcome?	6.00
7. How satisfied are you with the cleaning of communal areas?	4.56
8. How satisfied are you with the grounds maintenance ?	5.00
9. How satisfied are you with the repairs and maintenance ?	5.03
10. How would you rate us at keeping you informed about things that might affect you as a leaseholder?	7.81
11. How would you rate us at taking your views into account when making decisions?	5.22
12. Please rate how satisfied you are with the opportunities for participation in management and decision-making?	6.24
13. Accessing leaseholder related information is easy	6.39
14. I am fully aware of my responsibilities for undertaking repairs	7.42
15. I am fully aware of what is expected of me as a leaseholder	7.86
16. I know whom to contact at for leaseholder enquires	8.12
17. I fully understand the invoices you send me	6.97
18. You provide clear information on how to pay	7.58
19. I know where to access information on consultation activities such as focus groups	5.86
20. We consult you prior to carrying out major works on your blocks of flats in line with legal requirements	6.68
21. How satisfied are you with this area as a place to live	6.22
22. Taking everything into account, do you think the Service Charge for this property represents value for money?	4.79
23. Taking everything into account, how satisfied are you with the overall leaseholder service?	5.97
OVERALL AVERAGE	6.30

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