

# Gloucester City Homes

## Estate Services

July-09

From an initial issue of 200 surveys, the following scores out of 10 have been achieved from 29 replies (14.50% return)

Questions	Average Score
1. How do you rate the attitude and courtesy of the Estate Service Workers?	8.19
2. How do you rate the service provided by the Estate Service Workers?	7.92
3. How approachable do you find the Estate Service Workers?	7.96
4. How happy are you with the speed in response to your request for assistance?	7.42
5. How do you rate the quality, standard and value of the Estate Service Workers service?	8.11
6. How happy are you with the grass cutting of communal areas?	8.15
7. How happy are you with the speed of response to queries relating to grounds maintenance?	7.09
8. How consistent is the standard of cleaning to the communal areas?	6.74
9. How do you rate the value for money of the cleaning services?	6.91
10. How satisfied are you with the frequency of window cleaning?	5.05
<b>OVERALL AVERAGE</b>	<b>7.35</b>

