

## Tenancy and Estate Management:

Questions: Tenancy & Estate Management	October 2006	October 2007
Do you know your neighbourhood management officer?	28%	29%
Do you know how to contact you neighbourhood management officer?	71%	79%
Did you know your NMO would visit you at home?	48%	59%
How easy do you find it to contact Gloucester City homes?	82% Very or fairly easy	85% Very or fairly easy
Did you know GCH carry out Estate Walkabouts?	61%	88%
Are you aware of 'Action days' run by GCH?	50%	73%
Did you know you can recommend improvements for your area?	53%	60%
Do you know about the Estate services workers?	30%	41%
Do you know how to make an appointment for an ESW to carry out work?	27%	33%
Taking everything into account, how satisfied or dissatisfied are you with the service provided by your NMO?	53% Very or fairly satisfied	71% Very or fairly satisfied
Response	125 interviews	126 interviews

### Key Findings -

- Despite only a third of respondents knowing their Neighbourhood Management Officer, the majority knew how to contact them should they need to.
- Over half of respondents knew their Neighbourhood Management Officers would visit them in their homes. But only 24% of respondents had received a home visit.
- A high proportion of respondents found contacting Gloucester City Homes easy (85%).
- There was a high level of awareness of both 'Estate Walkabouts' (88%) and 'Action Days' (73%). Respondents were also aware they could make recommendations for improvements.
- 77% of respondents had not contacted their Neighbourhood Management Officers in the last month. When contact was made it was usually by telephone.
- Taking everything into account, 71% of respondents are satisfied with the overall service they had received from their Neighbourhood Management Officers.