

## LEASEHOLDER SURVEY – ANALYSIS

### Purpose

This report provides an analysis of the satisfaction responses and perceptions of aspects of their environment from GCH leaseholders from a survey carried out in April and May 2008.

Feedback drives service improvement and so the results will be reported back to operational managers who will address these in future service delivery improvement plans.

### Background

The survey was conducted 'In-house' by GCH

The purpose of the survey was to test Leaseholder's' experience and aspiration across GCH services and to include the results of these in future service delivery plans

### Methodology

All leaseholders were sent a hard copy of the questionnaire.

59 questionnaires were returned by the target date – this represents approximately 23% of leasehold tenancies.

59 responses from 256 surveys returns a margin of error of 9.4% with 90% confidence

Detailed analysis of all aspects of the survey is available.

Percentages are derived from the total number of responses – 59, as denominator – total may exceed 100%

### Access to Services

Question	Office	In writing	Telephone	E-mail	Internet	Don't Know
How do you prefer to contact GCH?	20.30%	11.90%	66.10%	11.90%	6.78%	3.39%

Question	Service Charges	Accounts / Statements	Management of the Estate	ASB	Other
What did you last contact GCH about?	27.10%	8.47%	11.90%	15.30%	27.10%

Question	Yes	No	Don't Know
Was the first person you spoke to able to deal with your enquiry?	40.70%	33.90%	6.78%
If no, were you transferred to another person who was able to deal with your enquiry?	32.205	11.90%	3.39%

## Accessibility

Question	Good Access	No Opinion	Poor Access
How would you rate access to GCH?	55.90%	32.20%	8.47%

Question	Yes	No	Don't Know
Are you happy with the methods that are available for you to make your payments?	91.50%	1.69%	6.78%

Question	Very Satisfied	Fairly Satisfied	Neither	Fairly Dissatisfied	Very Dissatisfied	Don't Know
How satisfied are you with GCH keeping you informed about things that might affect you as a leaseholder?	16.90%	64.40%	10.20%	3.39%	1.69%	3.39%

Question	Everything	Most Things	Some Things	Don't understand some things	It's a mystery	Don't Know
Do you understand the information sent out with your service charge invoices?	25.40%	57.60%	0.00%	3.39%	5.08%	8.47%

Question	Very Happy	Fairly Happy	Neither	Fairly Unhappy	Very Unhappy	Don't Know
How happy are you with the opportunities for you to participate in making decisions or making changes to leasehold management at GCH?	16.90%	42.40%	25.40%	1.69%	5.08%	8.47%

### Community

Question	Very Satisfied	Fairly Satisfied	Neither	Fairly Dissatisfied	Very Dissatisfied	Don't Know
How satisfied are you with your area as a place to live?	18.60%	49.20%	11.90%	5.08%	6.78%	6.78%

Question	Very Safe	Neither	Very Unsafe
How safe do you feel during the daytime in your area?	54.20%	35.60%	5.08%
How safe do you feel in your area at night - time?	30.50%	52.50%	13.60%

Question	Yes	No	Don't Know
Would you say that your area is a place where people from different backgrounds get on well together?	45.80%	11.90%	35.60%

**Value and Satisfaction with Service Delivery**

Question	Yes	No	Don't Know
Taking everything into account, would you say that the service charge for your property represents value for money?	32.20%	52.50%	13.60%

Question	Cost	Quality	Don't Know
Would you say that your priority is cost of the service or quality of the service?	40.70%	47.50%	16.90%

Question	Very Pleased	Fairly Pleased	Neither	Fairly Displeased	Very Displeased	Don't Know
Taking everything into account, how pleased are you with the overall service provided by GCH for leaseholders?	10.20%	49.20%	25.40%	6.78%	5.08%	0.00%