

## Leaseholder Satisfaction Survey January 2009

Number of Leaseholders	220
Number responding	28
Total attempted contacts	100

<b>Repairs</b>	<b>Very Satisfied</b>	<b>Fairly Satisfied</b>
Being told when workers would come	60%	20%
Time taken before work started	20%	10%
Speed of job completed	100%	0%
Attitude of workforce	80%	20%
Quality of work	80%	10%
Keeping dirt/dust to a minimum	60%	30%

Total responses	10
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<b>Improvements to your home</b>	<b>Very Satisfied</b>	<b>Fairly Satisfied</b>
Overall response	43%	34%

Total responses	23
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<b>General Condition of the property</b>	<b>Very Satisfied</b>	<b>Fairly Satisfied</b>
Overall response	68%	28%

Total responses	28
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<b>General Condition of the estate</b>	<b>Very Satisfied</b>	<b>Fairly Satisfied</b>
Overall response	25%	57%

Total responses	28
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<b>General Condition of the neighbourhood</b>	<b>Very Satisfied</b>	<b>Fairly Satisfied</b>
Overall response	39%	46%

Total responses	28
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<b>Keeping the estate clean</b>	<b>Very Satisfied</b>	<b>Fairly Satisfied</b>
Overall response	39%	39%

Total responses	28
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<b>Neighbourhood management</b>	<b>Very Satisfied</b>	<b>Fairly Satisfied</b>
Overall response	28%	36%

Total responses	28
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<b>Managing your servicecharge account</b>	<b>Very Satisfied</b>	<b>Fairly Satisfied</b>
Overall response	21%	46%

Total responses	28
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<b>Value for money</b>	<b>Very Satisfied</b>	<b>Fairly Satisfied</b>
Overall response	7%	46%

Total responses	28
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<b>Reasons contact made with NC in last 12 months</b>	<b>Number making contact</b>
A repair to your block or property	33%
A service charge issue	38%
Grounds maintenance issue	5%
Caretaking issue	5%
To make a complaint	9%
Other	9%

Total responses	21
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<b>Satisfaction with staff</b>	<b>Easy or Satisfied</b>	<b>Difficult or not satisfied</b>
Getting hold of the right person	81%	19%
Helpful	90%	10%
Professional	86%	9%
Polite	95%	5%
Ability to deal with the issue	76%	24%
Overall satisfaction with the result	52%	24%

Total responses	21
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<b>Preference of method of contact (multiple options)</b>	
Open public meetings	18%
Residents Group/Forum	4%
Letter	89%
Telephone	50%
Personal visit	35%
Email	17%
Magazine/Newsletter	57%

Total responses	76
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Reasons for not attending the Forum	
Didn't know about it	10%
Don't want to attend	42%
Lack of free time	19%
Other	15%
Work commitments	14%

Total responses	21
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How good are NC at keeping you informed	Very Good	Fairly Good
Overall response	48%	43%

Total responses	21
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Your views are taken into account	Very Satisfied	Fairly Satisfied
Overall response	21%	29%

Total responses	28
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Satisfaction with overall service	Very Satisfied	Fairly Satisfied
Overall response	36%	46%

Total responses	28
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3 Most important things to you	Number making contact
Repairs	57%
Modernising/improving your home	14%
Neighbourhood as a place to live	54%
Takign views into account	18%
Value for money	64%
Keeping me informed	39%
Dealing with ASB	43%

Total responses	81
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