

APPENDIX 2

SUMMARY OF RESIDENTS' SATISFACTION SURVEY

A customer satisfaction survey has been completed on Draper House. The method was as follows:

The leaflets were all hand delivered to individual properties on 20 October 2014. The covering letter allowed for a postal return or deposit with concierge. Business reply envelopes were included.

On 27 October 2014 community engagement officers called on all properties to remind residents, offer assistance and collect forms if ready. If no one was in a reminder letter was left, also offering the opportunity to speak with an officer at a drop in session in the hall on 29 October.

Draper House has 141 properties; 40 survey forms were received. 32 from tenants; 8 from leaseholders.

The results have been analysed and the responses to tick box queries are summarised below. The total result is given and also the breakdown between tenants and leaseholders, although some residents did not answer every question

Q1 Did you feel you had a say in the works throughout the period?

Yes 23 (22 T; 1 L) No 16 (9 T; 7 L)

Q2 How satisfied are you with the contractors' efforts to keep you informed?

Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very Dissatisfied
7 (7 T)	15 (14 T; 1 L)	7 (4 T; 3 L)	6 (4 T; 2 L)	4 (2 T; 2 L)

Q3 How satisfied are you with council officers' efforts to keep you informed?

Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
6 (6 T)	13 (13 T)	9 (7 T; 2 L)	7 (4 T; 3 L)	4 (1 T; 3 L)

Q4 How satisfied are you that contractors listened to your concerns?

Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
7 (7 T)	10 (10 T)	7 (7 T)	5 (2 T; 3 L)	10 (5 T; 5 L)

Q5 How satisfied are you that council officers listened to your concerns?

Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
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5 (5 T)	13 (13 T)	8 (8 T)	4 (3 T; 1 L)	7 (1 T; 6 L)
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Q6 Were the works what you expected?

Yes	No
17 (17 T)	21 (14 T; 7 L)

Q7 Thinking about the quality of the actual works at your home, how satisfied are you?

Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
6 (6 T)	13 (13 T)	4 (4 T)	6 (3 T; 3 L)	11 (6 T; 5 L)

Q8 Thinking about the quality of the actual works done to the communal areas of Draper House, how satisfied are you?

Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
8 (8 T)	18 (17 T; 1 L)	7 (5 T; 2 L)	4 (2 T; 3 L)	3 (1 T; 2 L)

Q9 How satisfied are you with the management of the major works programme overall?

Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
5 (5 T)	9 (9 T)	5 (5 T)	9 (8 T; 1 L)	11 (5 T; 6 L)