


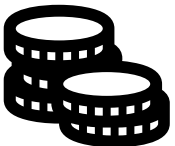

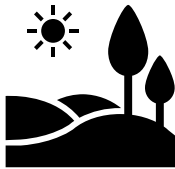





Satisfaction Survey 2022 Owner Results

		
Overall Satisfaction 66%	Helpfulness of Staff 86%	Easy to Contact 89%
		
Value for Money 68%	Management of Neighbourhood (charges) 69%	Maintenance of the Neighbourhood 69%
		
Most preferred contact method telephone 97%	With grants, join investment programme 22%	Easy to understand invoice 98%

Base: All respondents, n=270	No.	%
No issues/ complaints	56	20.7%
The service is good/ happy	53	19.6%
Need to do more street maintenance	35	13.0%
Not sure what they do	31	11.5%
Need to improve grass cutting service	29	10.7%
They keep the area nice and tidy	26	9.6%
Just something that needs paid	21	7.8%
It is too expensive/not value for money	6	2.2%
Fix potholes	1	0.4%
Don't know	19	7.0%

Full survey results for tenants and owners are available on request

