

<b>Committee(s):</b> Residents' Consultation Committee Barbican Residential Committee	<b>Date(s):</b> <b>06 June 2011</b> <b>20 June 2011</b>	<b>Item no.</b>
<b>Subject:</b> Residents Survey Results March 2011		
<b>Report of:</b> The Director of Community and Children's Services	<b>Public</b>	
<b>Ward (if appropriate):</b>		
<p style="text-align: center;"><b><u>Executive Summary</u></b></p> <p>This report informs the committee of the results of the Residents Satisfaction Survey which was undertaken in March 2011.</p>		

## Background

1. In March the fifth annual residents' satisfaction survey was undertaken to gauge current satisfaction levels with the services provided or managed by the Barbican Estate Office. A copy of the survey form is attached at Appendix 1.
2. The March 2011 survey results have been compared with results from the May 2009 survey and levels of satisfaction are detailed in this report.
3. The 2011 survey asked residents to rate services against one of five criteria: very satisfied, fairly satisfied, neither satisfied nor dissatisfied, dissatisfied and very dissatisfied. This is a change to the previous surveys where the following criteria were used: very good, good, satisfactory, poor and very poor. The categories in all the surveys mirror the areas for which service level agreements were introduced in October 2005.
4. The survey was also undertaken to identify areas where service provision was not satisfactory so that appropriate remedial action could be taken.
5. An additional field in each category enabled residents to add comments and suggest ways in which particular services could be improved. A selection of these comments both positive and negative, are detailed in the relevant sections. Following earlier surveys, all comments received were circulated to staff and service providers. This was very motivational to

them as they felt their efforts were valued and highlighted behaviours which residents appreciated as well as common themes and trends that needed to be addressed.

6. This year again, an incentive of £100 was offered to one respondent which was selected at random to encourage residents to participate in the survey. Response rates have improved as the table below indicates.

	October 2004	October 2006	March 2007	May 2009	March 2011
No of surveys Returned	703	356	349	389	496
%	35%	18%	17.5%	19%	24%

7. The percentage of completed forms returned for each block has been illustrated in Appendix 2 and ranged from 7% for Frobisher Crescent to 50% for Lambert Jones Mews. Returns from the tower blocks ranged from 25% to 29% and from terrace blocks from 7% for Frobisher Crescent to 36% for Mountjoy House.
8. In the May 2009 survey 94% of all responses were in the good or very good categories. For March 2011, for the overall satisfaction, the figure is 87% for all responses in the fairly satisfied or very satisfied categories.
9. The percentages in each section below and in the summary on Appendix 3 are calculated on the responses entered into very satisfied, fairly satisfied, neither satisfied nor dissatisfied, dissatisfied and very dissatisfied categories and exclude responses entered under 'not applicable'.
10. The March 2011 survey is not a direct comparison to the survey of May 2009 due to additional questions and different response categories.
11. The results of the survey will be published in the next edition of the resident's newsletter, Barbicanews, and on the internet in the Barbican section of the City of London website.

## Current Position

12. **House Officers** - 50% of respondents had contacted a House Officer and of those 55% were very satisfied with the resolution of their issue/ query. 49% of respondents were very satisfied with the effectiveness of House

officers in ensuring that residents were kept informed of the progress of their issues.

13. Over 53% of the issues raised with the House Officers related to the services provided by the Technical Division. This includes lifts, out of hours emergency service, Garchey, background heating, repairs and maintenance and major works projects.
14. The table below illustrates the reasons why respondents had contacted a House Officer:

<b>House Officer contact - areas of service</b>	
Cleaning	7.3%
Estate Concierge/Car park attendants	5.2%
Window cleaning	6.3%
Lobby porters	2.8%
Lifts	3.2%
Out of hours emergency service	1.4%
Garchey	4%
Background heating	9.7%
Repairs & Maintenance	27.2%
Major works	8.3%
Gardens and lakes	1.4%
Neighbour nuisance	5.8%
Anti-Social Behaviour	2.4%
Other	15%

<b>House Officers</b>	<b>Very Satisfied</b>	<b>Fairly Satisfied</b>
How satisfied were you with how the House Officer resolved your issue/ query?	55%	24%
How satisfied were you with how the House Officer kept you informed of progress with your issue?	54%	20%

*“Inspection of services have improved especially re-cleaning and window cleaning - but feel there is still room for further improvement ”*

*“Our House Officer attended our house group AGM in December and answered queries and provided useful information at the meeting ”*

15. **Customer Care - Supervision & Management** – In May 2009 a performance of 83% in the good and very good categories was achieved. In 2011 the result of 79% was achieved in the very satisfied and fairly satisfied categories.

	Performance March 2007	Performance May 2009	Performance March 2011
	Very Good & Good Categories		Very Satisfied & Fairly satisfied categories
Customer Care management of services (excluding non-applicables and non-responses)	74%	83%	79%

*“Ensuring that somebody else responds to queries if the recipient is on leave.”*

*“More efficiently organised response to repairs”*

*“Haven't had much use of the BEO but when I have they have been excellent compared to when I have lived somewhere else”*

*“Less paper, more communication by email / website”*

16. **Window Cleaning** – In the May 2009 survey 61% of responses in this category rated the service as good or very good. In March 2011 69% of responses in the very satisfied and fairly satisfied this category was achieved.
17. Procedures are ongoing to manage the performance of the Window Cleaning contractors in order to improve satisfaction levels. The House Officers and the Cleaning Manager play a key role in ensuring the service is monitored and targets are met through weekly meetings with the contractors and spot checks of the general window cleaning.

18.

	Performance March 2007	Performance May 2009	Performance March 2011
	Very Good & Good Categories		Very Satisfied & Fairly satisfied categories
Window Cleaning	51%	61%	69%

(communal and flat glazing)			
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*“Flat window cleaning used to be sub-standard but has recently improved a little”*

*“Awkward fan lights at top of main windows are too often left uncleaned”*

*“Glass screens on balconies need better attention”*

*“Much improved”*

19. **Cleaning** - In the May 2009 survey 89% of responses in the category for the communal cleaning service rated cleaning as good and very good. In March 2011 96% of responses in the very satisfied and fairly satisfied for this category was achieved.
20. In the May 2009 survey 84% of responses in the category for overall cleaning service rated as good and very good. In March 2011 89% of responses in the very satisfied and fairly satisfied for this category was achieved.
21. Car park cleaning and podium cleaning remain a priority, however budgetary restraints have led to cleaning schedules being reviewed to prioritise entrances to the car parks and the blocks, with decreased cleaning in the underutilised car park areas on the estate. This continues to be reviewed and monitored by the Cleaning Manager and the House Officers.

	Performance March 2007	Performance May 2009	Performance March 2011
	Very Good & Good Categories		Very Satisfied & Fairly satisfied categories
Communal cleaning	83%	89%	96%
Overall cleaning including car parks and podiums	81%	84%	89%

*“Cleaning is excellent”*

*“Frequently no replacement plastic sacks are provided”*

*“The cleanliness of the communal areas and estate is always very impressive”*

*“Highwalks and Podiums need more thorough and regular cleaning”*

22. **Concierge Staff** – (Car Park Attendants and Lobby Porters) - In May 2009, 91% in the good and very good levels was achieved. In March 2011 residents rated concierge staff overall also as 91% in the very satisfied and fairly satisfied categories.
23. The Concierge and Lobby Porters provide an invaluable service to residents and the vast majority of comments received were complimentary.
24. For security, in the May 2009, 82% in good and very good levels was achieved. In March 2011 residents rated security as 87% in the very satisfied and fairly satisfied categories. Security on the Barbican is under constant review and the Barbican Estate Office work closely with the City Of London Police.

	Performance March 2007	Performance May 2009	Performance March 2011
	Very Good & Good Categories		Very Satisfied & Fairly satisfied categories
Concierge Staff	89%	91%	91%
Security	78%	82%	87%

*“Sometimes the temporary Lobby Porters are insufficiently trained. The regulars provide an excellent service”*

*“The Car Park Attendant's and Concierge service are excellent”*

*“I have always found concierge and car park attendants to be very helpful, friendly and courteous. They contribute hugely in making the Barbican a great place to live”*

*“If Porter out, a back at x notice would help”*

## 25. Property Maintenance –

	Performance March 2007	Performance May 2009	Performance March 2011
	Very Good & Good Categories		Very Satisfied & Fairly satisfied categories
How was your call to the Repairs Reporting Line handled?	75%	80%	79%
Response to letters	64%	76%	61%
Response to e-mails	74%	79%	71%
Response to telephone calls	72%	80%	74%
Communications circulated by the Technical Services Division	63%	69%	71%

## 26. Out of Hours Emergency Service (as provided by the Duty Managers)

	May 2009	March 2011
Have contacted the Duty Manager in the last 6 months?	26%	12%

	May 2009	March 2011
Lifts	20%	28.2%
Locks & keys	29%	20.5%
Anti-Social Behaviour	6%	0%
Under floor Background Heating	15%	23.1%
Garchey	14%	17.9%
Emergency Assistance	5%	2.6%
Neighbour Nuisance	7%	7.7%
Other	4%	0%

	Performance May 2009	Performance March 2011
Resident Staff effectiveness	73%	75%

27. The March 2011 survey looked at some of the key areas of the repairs and maintenance service, such as heating, ventilation and locks and doors. The results are detailed in the table below.

	<b>Performance March 2007</b>	<b>Performance May 2009</b>	<b>Performance March 2011</b>
	<b>Very Good &amp; Good Categories</b>		<b>Very Satisfied &amp; Fairly satisfied categories</b>
Communal services-ventilation	52%	58%	64%
Replacement of communal lamps	50%	57%	73%
Entry phones	64%	62%	81%
Communal Services – Heating	57%	57%	76%
Communal doors and locks	54%	57%	73%
Lifts	62%	66%	77%
Garchey	83%	80%	79%
Helpfulness and courteousness of Technical Services Division staff	83%	85%	88%
The standard of repairs to common parts	53%	69%	76%

28. Of the individual repairs categories undertaken by Technical Services the areas for improvement and review as highlighted by the survey are: “ventilation”, “replacement of communal lamps” and “communal doors and locks”. Key Performance Indicators relating to some of these areas of service are included in the Property Maintenance Service Level Agreement and are reported to committee.
29. The March 2011 survey shows an improvement in 8 out of the 9 individual repairs categories undertaken by Technical Services. However over 53% of the issues raised with the House Officers related to the services provided by the Technical Services Division.
30. In March 2007 the current Key Performance Indicator of 7 working days for lamp replacement, was considered by many residents as too long and these comments appear again in the surveys of 2009 and 2011. The Key Performance Indicator of 7 working days will be changed to 5 working days in line with the revised timescales for the repairs service which is due to be implemented later in 2011.
31. The internal Service Level Agreement between the Barbican Estate Office and Technical Services is reviewed on an ongoing basis, and targets are being monitored and reviewed at regular meetings by officers in the Barbican Estate Office which have led to better satisfaction ratings.



32. Although repairs to the tiling on the podium and walkways are not carried out by the Technical Services Division a number of respondents commented upon the standard of repairs to these areas. These comments have been circulated to the department responsible for repairs to the podium and walkways.

*“While the reaction time is very fast for urgent matters, minor repairs take weeks to resolve, and the Technical Services Division often has to be reminded more than once”*

*“It is a shame that when repairs to Podium / walkways are carried out there is not better attention to colour of tiles / cement and cleaning cement - washing off afterwards”*

*“My experience of the Technical Services Division is that they are professional and courteous”*

*“Checking work carried out by Contractors. 10% checks are not sufficient to be sure high standards for majority of repairs being carried out”*

33. **Major Works** – In May 2009 61% of residents rated this service in the good and very good levels. The March 2011 survey shows a result of 71% which was achieved in the very satisfied and fairly satisfied categories.
34. All comments in the major works section reflect the most recent projects which were internal and external redecorations.

	Performance March 2007	Performance May 2009	Performance March 2011
	Very Good & Good Categories		Very Satisfied & Fairly satisfied categories
Major Works	48%	61%	71%

The samples of comments were taken only from blocks where major works were carried out within the last 18 months.

*“More attention to detail on painting - razoring? Off excess paint, for example”*

*“Our recent internal redecoration was carried out very well. Great contractors”*

*“Still have spots and dribbles of wood varnish on my windows despite being told they would be removed”*

35. **Lakes & Gardens** – In the May 2009 survey 84% of responses in this category rated the service as good or very good. In March 2011 a response of 90% was achieved in very satisfied and satisfied categories.

	Performance March 2007	Performance May 2009	Performance March 2011
	Very Good & Good Categories		Very Satisfied & Fairly satisfied categories
Lakes and gardens	82%	84%	90%

36. The House Officers are the first point of contact for residents with concerns regarding the lakes or gardens. Regular monthly meetings are held with the Open Spaces department to address issues, and a resident's working party, the Gardens Advisory Group, continues to work closely with the Barbican Open Spaces team.

*“The gardens are pretty well kept and a pleasure”*

*“Gardens are wonderful. Lake has too much algae”*

*“Lakes: More regular and thorough removal of litter, especially from berms”*

*“Lovely gardens, beautifully kept and so interesting. Lake is wonderful”*

37. **Value for Money** - In March 2011 30% of responses “absolutely agreed” with the statement that the Barbican Estate Office manages services which provides value for money and 41% “agreed somewhat” with the statement. Only 7% “disagreed somewhat” or “absolutely disagreed” with the statement.
38. **Key Concerns** –A question was included asking residents what their key concerns were. The three most popular responses were fringe developments at 35% of the responses, security at 33% of the responses and estate concierge at 31%.

## **Community Strategy & and Other Significant Implications**

39. Analysis of equalities monitoring forms received with satisfaction surveys has not identified any trends or areas of concern. The equalities monitoring data has been summarised on appendix 4.

40. The House Officers have prepared this report. They have reviewed all the comments received and made the selections for this report. Where necessary they have also followed up if action was required.

## **Conclusion**

41. Where residents have made specific comments or queries on the survey form, the House Officers have addressed these on an individual basis.
42. General comments and common themes and trends have been fed back to the individual service providers and included within the Service Level Agreement Action Plans.
43. Satisfaction levels are high but we will aim to improve service levels where results have identified areas of concern by ongoing stringent monitoring of the Service Level Agreements, block and estate inspections, monthly meetings with the service providers and responding to residents' comments.

## **RECOMMENDATION(S)**

- (i) *That the Committee note the contents of this report.*

**JOY HOLISTER**

**Director of Community and Children's Services**

### **Background Papers:**

October 2004 Residents Satisfaction Survey  
October 2005 Residents Satisfaction Survey  
March 2007 Residents Satisfaction Survey  
May 2009 Residents Satisfaction Survey

### **Contact Officer:**

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**2011 BARBICAN ESTATE RESIDENTS' SATISFACTION SURVEY**  
PLEASE COMPLETE USING BLOCK CAPITALS FOR COMMENTS

**Overall, please tell us how satisfied you are with the services provided by the Barbican Estate Office in managing the Barbican Estate. (Please circle your answer)**

Very Satisfied      Fairly Satisfied      Neither Satisfied nor Dissatisfied      Dissatisfied      Very Dissatisfied

**Overall, to what extent do you agree with the statement that "The Barbican Estate Office provides good value for money in managing the Barbican Estate"? (Please circle your answer)**

Absolutely Agree      Agree Somewhat      Neither Agree nor Disagree      Disagree Somewhat      Absolutely Disagree

**SECTION A. House Officers**

**House Officers act as 'residents' champions' and monitor service delivery. Please answer the following questions to help us monitor the effectiveness of the role:**

Have you contacted your House Officer in the last 6 months?      Yes ☐      No ☐

If yes, could you please indicate the area of service (tick all that apply)

Cleaning <input type="checkbox"/>	Window Cleaning <input type="checkbox"/>	Estate Concierge (Car Park Attendants) <input type="checkbox"/>
Lobby Porters <input type="checkbox"/>	Lifts <input type="checkbox"/>	Out of Hours Emergency Service <input type="checkbox"/>
Repairs/ Maintenance <input type="checkbox"/>	Garchey <input type="checkbox"/>	Background Heating <input type="checkbox"/>
Anti Social Behaviour <input type="checkbox"/>	Gardens & Lakes <input type="checkbox"/>	Neighbour Nuisance <input type="checkbox"/>
Major Works (Redecoration/ lobby refurbishment) <input type="checkbox"/>	Other(Please specify) _____	

**Overall, how satisfied were you with how the House Officer:**

	Very Satisfied	Fairly Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very Dissatisfied
Resolved your issue/query?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ensured you were kept informed of progress whilst your query/issue was being dealt with?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Which areas of the House Officers' Service can be improved / Other comments**

The remainder of this survey covers services which are carried out by the Barbican Estate Office or on our behalf by the Technical Services Division or Open Spaces Department. Can you please rate each aspect of the service you have used.

## SECTION B. Customer Care

*This covers the management of services to the estate. See Property Maintenance for Technical Services Division customer care*

How satisfied are you with the following:	Very Satisfied	Fairly Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	N/A
Response to letters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Response to e-mails	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Response to telephone calls	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communications circulated by the BEO e.g. Barbicanews, notices, circulars	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reception Services at the BEO – including services provided to your contractors and visitors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Helpfulness & courteousness of other Barbican Estate Office	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

staff

Handling of complaints ☐ ☐ ☐ ☐ ☐ ☐

**Which areas of customer care can be improved? / Other comments**

## SECTION C. Estate Management

### *Cleaning*

**How satisfied are you with the following:**

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Refuse collection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cleaning communal areas in the block	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cleaning of public podium areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cleaning of car parks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Helpfulness & courteousness of estate cleaners	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Which areas of cleaning can be improved? / Other comments**

### *Window Cleaning*

**How satisfied are you with the following:**

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Flat window cleaning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communal area window cleaning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Helpfulness & courteousness of window cleaners	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Which areas of window cleaning can be improved? / Other comments**

***Estate Concierge (Car Park Attendants) / Lobby Porters***

**How satisfied are you with the following:**

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	N/A
Security & the prevention of unauthorised access	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Control of car parking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Assisting residents and visitors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Control of residents' parcels & messages	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Helpfulness & courteousness of Estate Concierge (Car Park Attendants) & Lobby Porters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Which areas of Estate Concierge (car park attendant) & lobby porter service can be improved? / Other comments**

**SECTION D. Property Maintenance**

***Works carried out by Technical Services Division on behalf of the Barbican Estate Office e.g General repairs - The provision of day-to-day repairs to the structure and exterior of all blocks and common parts, together with routine maintenance of communal services such as ventilation. All lifts on the estate are routinely serviced, this requires lifts being taken out of service periodically.***

Have you contacted the Repairs Line within the last 6 months?

Yes

☐

No

☐

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	N/A
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If Yes, please tell us how satisfied you were with how your call was handled:

☐ ☐ ☐ ☐ ☐ ☐

**Please tell us how satisfied you are with the following services provided by the Technical Services Division:**

Response to letters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Response to e-mails	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Response to telephone calls	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communications circulated by the Technical Services Division	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Out of Hours Emergency Service as provided by the Duty Managers/on-site Resident Engineers (to ensure that there is managerial and technical representation on the estate 24 hours a day 365 days a year).**

Have you contacted the Duty Manager in the last 6 months? Yes ☐ No ☐

If yes, could you please indicate the area of service (tick all that apply)

Lifts	<input type="checkbox"/>	Background Heating	<input type="checkbox"/>	Emergency Assistance (police, ambulance)	<input type="checkbox"/>
Locks and keys	<input type="checkbox"/>	Garchey	<input type="checkbox"/>	Neighbour Nuisance	<input type="checkbox"/>
Anti Social Behaviour	<input type="checkbox"/>	Other(Please specify) _____			

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
How satisfied were you that the Duty Manager addressed your issues?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**The standard of repairs / maintenance to the following:**

(The target is 7 working days unless otherwise stated)

How satisfied are you with the following:	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	N/A
Communal services - ventilation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Replacement of communal lamps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Entryphones	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communal Services – Heating (3 working days)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communal Doors and Locks (3 working days)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lifts (1 working day)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Garchey (1 working day)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Helpfulness & courteousness of Technical Services Division staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The standard of repairs to common parts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Which areas of property maintenance can be improved? / Other comments**

## SECTION E. Major Works and Cyclical Redecorations Works

***Works carried out by Technical Services Division on behalf of the Barbican Estate Office e.g. Redecorations, lobby refurbishments.***

<b>How satisfied are you with the following:</b>	<b>Very satisfied</b>	<b>Fairly satisfied</b>	<b>Neither satisfied nor dissatisfied</b>	<b>Dissatisfied</b>	<b>Very dissatisfied</b>	<b>N/A</b>
Works supervision and monitoring	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Consultation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communications on Progress	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The quality of the works	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Which areas of major works can be improved? / Other comments**

## SECTION F. Gardens and Lakes

*The Gardens and Lakes are maintained by the Open Spaces Department on behalf of the Barbican Estate Office.*

How satisfied are you with the following:	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Garden maintenance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lake maintenance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Which areas of the gardens and lakes can be improved? / Other comments**

## SECTION G. General Issues

Overall, what key issue concerns you most as a resident on the Barbican Estate?

Cleaning <input type="checkbox"/>	Window Cleaning <input type="checkbox"/>	Estate Concierge (Car Park Attendants) <input type="checkbox"/>
Lobby Porters <input type="checkbox"/>	Lifts <input type="checkbox"/>	Out of Hours Emergency Service <input type="checkbox"/>
Repairs/ Maintenance <input type="checkbox"/>	Garchey <input type="checkbox"/>	Background Heating <input type="checkbox"/>
Major Works e.g External Redecorations <input type="checkbox"/>	Gardens & Lakes <input type="checkbox"/>	Security <input type="checkbox"/>
Neighbour Disputes <input type="checkbox"/>	Service Charges <input type="checkbox"/>	Anti Social Behaviour <input type="checkbox"/>
Redevelopment on Barbican Fringe <input type="checkbox"/>	Crossrail <input type="checkbox"/>	Other(Please specify) _____

**THANK YOU FOR COMPLETING THIS IMPORTANT SURVEY. YOUR VIEWS WILL HELP US TO ENSURE WE CONTINUALLY IMPROVE OUR SERVICES. WE WILL PUBLISH THE RESULTS IN BARBICANEWS IN JULY**

**Please return this survey to the Barbican Estate Office via your Car Park Box or Lobby Porter by the 1 April.**

We would be grateful if you could supply the information detailed below because this information helps to ensure the Barbican Estate Office addresses issues from everyone in our community.

Name :  
(Optional)

No:  
(Optional)

Block:

*Providing us with your block name will enable us to analyse data by block and to feedback to your house group and staff that provide services to you.*

The Barbican Estate Office is looking at providing an email broadcast service to all residents. This will allow for issues eg power cuts, water loss, TV signal failure to be emailed to you. If you would like to receive these email broadcasts, please supply the following information:

Email address:

Block:

To make sure that we do not discriminate when providing our services, and that we are treating everyone fairly, we would ask you to complete the questions below. It will also allow us to monitor how well we are complying with Government legislation. The information you provide will be treated in the strictest confidence, for the purpose of monitoring our service provision and will not be passed on to another organisation.

You do not have to complete this part of the form if you do not wish to, but you will help us to plan our future services more effectively if you do.

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1. I am: Male ☐ Female ☐

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2. I consider myself to have a disability: Yes ☐ No ☐

---

3. I would describe my racial or cultural background as:-

**a Asian**

Asian – Bangladeshi ☐  
 Asian – British ☐  
 Asian – Indian ☐  
 Asian – Pakistani ☐  
 Any other Asian background ☐  
 please specify:

**b Black**

Black – African ☐  
 Black – British ☐  
 Black – Caribbean ☐  
 Any other Black background ☐  
 please specify:

**c Chinese**

Chinese ☐

**d Irish**

Irish ☐

**e Mixed**

Asian & White ☐  
 Black Caribbean & White ☐  
 Black African & White ☐  
 Any other mixed background ☐  
 please specify:

**f White**

White British ☐  
 White European Union ☐  
 Any other White background ☐  
 please specify:

**g Other Ethnic Group**

please specify: ☐

---

4. I am aged:

a. 18 – 30 ☐

b. 31 – 40 ☐

c. 41 – 50 ☐

d. 51 – 60 ☐

e. 61 – 70 ☐

f. 70+ ☐

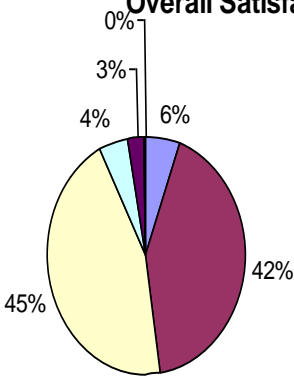
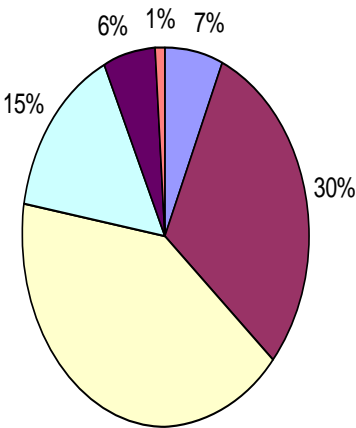


**Please return this form with your resident satisfaction survey.**

## Appendix 2

### Resident Survey 2005 to 2011 – Returns

<b>Block Name</b>	<b>No of Flats</b>	<b>No of Responses 2005</b>	<b>No of Responses 2007</b>	<b>No of Responses 2009</b>	<b>No of Responses 2011</b>	<b>% Response</b>
<b>ANDREWES HOUSE</b>	192	31	23	24	35	18%
<b>BEN JONSON HOUSE</b>	204	38	37	36	46	23%
<b>BRANDON MEWS</b>	26	5	5	3	5	19%
<b>BRETON HOUSE</b>	111	8	15	14	11	10%
<b>BRYER COURT</b>	56	7	5	9	11	20%
<b>BUNYAN COURT</b>	69	6	8	15	20	29%
<b>CROMWELL TOWER</b>	111	22	17	25	28	25%
<b>DEFOE HOUSE</b>	178	44	37	45	51	29%
<b>FROBISHER CRESCENT</b>	69				5	7%
<b>GILBERT HOUSE</b>	88	25	19	15	26	30%
<b>JOHN TRUNDLE COURT</b>	133	17	17	19	20	15%
<b>LAMBERT JONES MEWS</b>	8	5	5	4	4	50%
<b>LAUDERDALE TOWER</b>	117	23	28	31	31	26%
<b>MOUNTJOY HOUSE</b>	64	9	8	10	23	36%
<b>SEDDON HOUSE</b>	76	12	14	17	26	34%
<b>SHAKESPEARE TOWER</b>	116	15	28	25	34	29%
<b>SPEED HOUSE</b>	114	30	27	27	28	25%
<b>THOMAS MORE HOUSE</b>	166	28	20	28	39	23%
<b>WALLSIDE / THE POSTERN</b>	26	5	2	3	2	8%
<b>WILLOUGHBY HOUSE</b>	148	20	19	20	33	22%
<b>Subtotal</b>	<b>2003</b>	<b>350</b>	<b>334</b>	<b>370</b>	<b>478</b>	<b>23%</b>
<b>Block not identified</b>		<b>6</b>	<b>15</b>	<b>19</b>	<b>18</b>	
<b>Total Returned</b>		<b>356</b>	<b>349</b>	<b>389</b>	<b>496</b>	

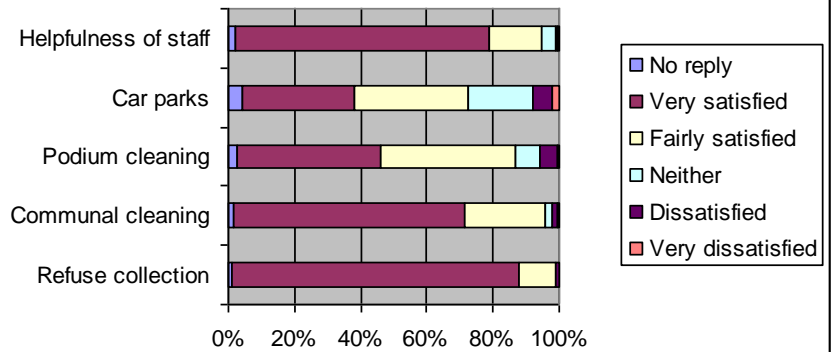
Appendix 3	Residents Survey 2011														
<p><b>Overall satisfaction with services provided by the Barbican Estate Office in managing the Barbican Estate.</b></p>	<div data-bbox="675 383 1466 891"> <p><b>Overall Satisfaction</b></p>  <table border="1" data-bbox="1270 551 1460 797"> <thead> <tr> <th>Satisfaction Level</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>No response</td> <td>6%</td> </tr> <tr> <td>Very satisfied</td> <td>42%</td> </tr> <tr> <td>Fairly satisfied</td> <td>45%</td> </tr> <tr> <td>Neither</td> <td>4%</td> </tr> <tr> <td>Dissatisfied</td> <td>3%</td> </tr> <tr> <td>Very dissatisfied</td> <td>0%</td> </tr> </tbody> </table> </div>	Satisfaction Level	Percentage	No response	6%	Very satisfied	42%	Fairly satisfied	45%	Neither	4%	Dissatisfied	3%	Very dissatisfied	0%
Satisfaction Level	Percentage														
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Very satisfied	42%														
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Neither	4%														
Dissatisfied	3%														
Very dissatisfied	0%														
<p><b>Overall agreement with the statement that “The Barbican Estate Office provides good value for money in managing the Barbican Estate”</b></p>	<div data-bbox="633 1093 1425 1655"> <p><b>Does the BEO provide Value For Money?</b></p>  <table border="1" data-bbox="1185 1279 1417 1554"> <thead> <tr> <th>Agreement Level</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>No reply</td> <td>7%</td> </tr> <tr> <td>Absolutely agree</td> <td>30%</td> </tr> <tr> <td>Agree somewhat</td> <td>41%</td> </tr> <tr> <td>Neither</td> <td>15%</td> </tr> <tr> <td>Dissagree somewhat</td> <td>6%</td> </tr> <tr> <td>Absolutely disagree</td> <td>1%</td> </tr> </tbody> </table> </div>	Agreement Level	Percentage	No reply	7%	Absolutely agree	30%	Agree somewhat	41%	Neither	15%	Dissagree somewhat	6%	Absolutely disagree	1%
Agreement Level	Percentage														
No reply	7%														
Absolutely agree	30%														
Agree somewhat	41%														
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Dissagree somewhat	6%														
Absolutely disagree	1%														

	<div>Residents Survey 2011</div>
<div>House Officers</div> <div>How satisfied were you with each service?</div>	<div><div>Satisfaction with House Officer</div><div><div><div>Kept informed</div><div>Resolved issue/query</div></div><div><div><div>0%20%40%60%80%100%</div><div><div>Very satisfied</div><div>Fairly satisfied</div><div>Neither</div><div>Dissatisfied</div><div>Very dissatisfied</div><div>N/A</div></div></div></div></div></div>
<div>Issues raised with House Officers</div>	<div><div>Issues Raised with the House Officer</div><div><div><div>Neighbour nuisance</div><div>Cleaning</div><div>Lobby Porters</div><div>Repairs and Maintenance</div><div>Antisocial behaviour</div><div>Major Works</div><div>Window Cleaning</div><div>Lifts</div><div>Garchey</div><div>Gardens</div><div>Estate Concierge</div><div>Out of Hours emergency service</div><div>Heating</div><div>Background</div></div></div></div>
<div>Customer Care</div> <div>How satisfied were you with each service?</div>	<div><div>Customer Care</div><div><div><div>Complaint handling</div><div>Helpfulness &amp; courteousness</div><div>Reception</div><div>Communications</div><div>Telephone calls</div><div>Emails</div><div>Letters</div></div><div><div><div>0%20%40%60%80%100%</div><div><div>No response</div><div>Very Satisfied</div><div>Fairly Satisfied</div><div>Neither</div><div>Dissatisfied</div><div>Very Dissatisfied</div><div>N/A</div></div></div></div></div></div>

## Cleaning

How satisfied were you with each service?

### Estate Management - Cleaning

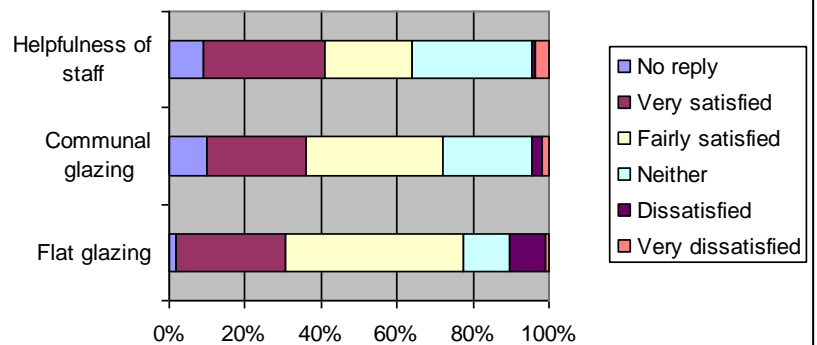


## Residents Survey 2011

## Window Cleaning

How satisfied were you with each service?

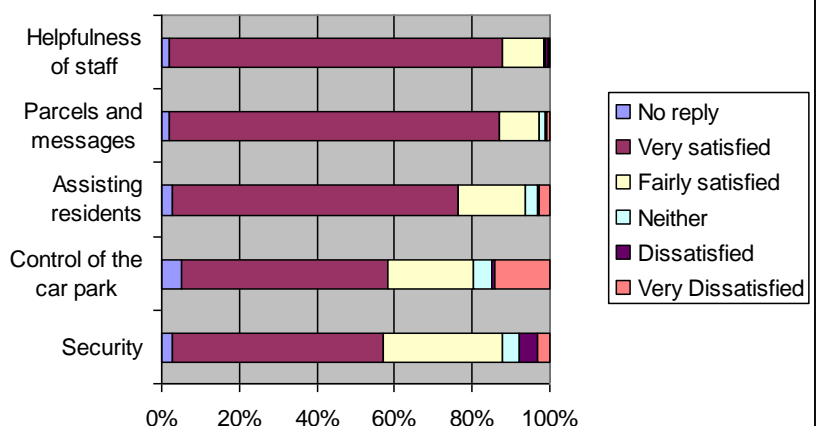
### Estate Management - Window Cleaning



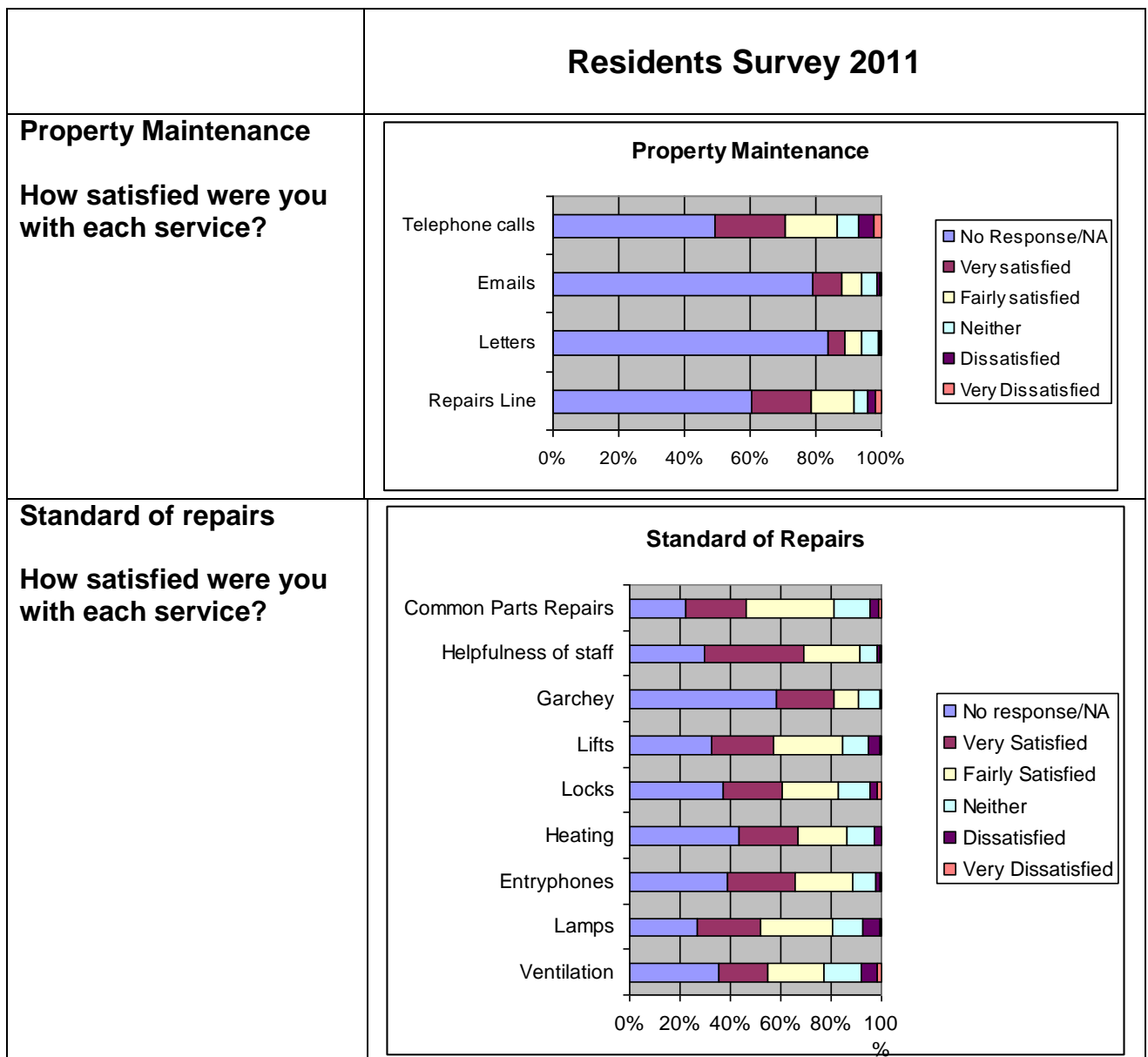
## Estate Concierge (Car Park Attendants) / Lobby Porters

How satisfied were you with each service?

### Estate Management - Concierge/Lobby Porters

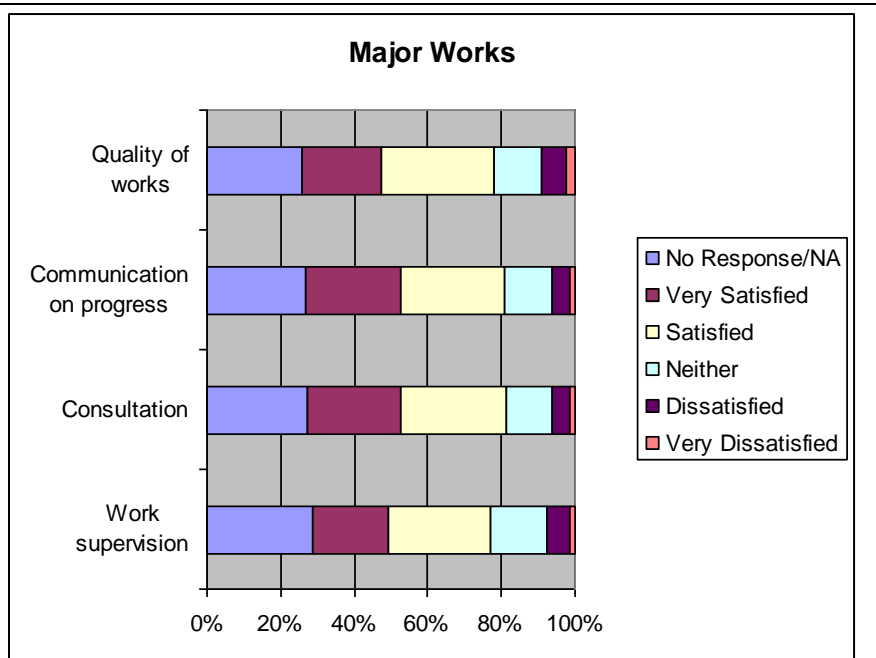






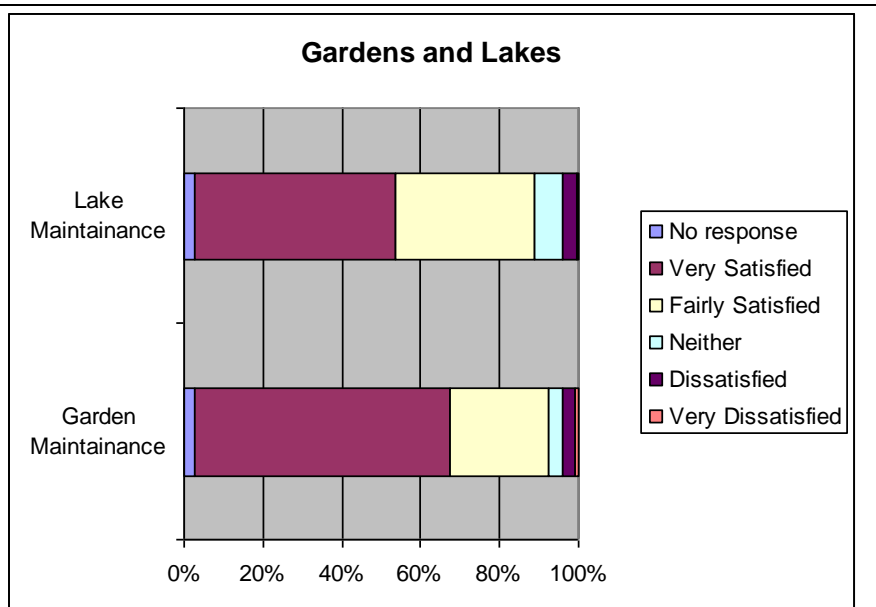
## Major Works

How satisfied were you with each service?



## Gardens & Lakes

How satisfied were you with each service?



## Appendix 4

<b>Equalities Data - 2009</b>	<b>2011</b>		<b>2009</b>		<b>2007</b>		<b>2005</b>	
<b>Gender</b> (Number/% completing this question)	434	88%	256	66%	308	88%	289	81%
Female	211	45%	109	43%	177	57%	136	47%
Male	225	42%	147	57%	131	43%	153	53%
Do you consider you do not have a disability?(Number / % completing this question)	428	86%	244	63%	304	99%	276	96%
Yes	44	9%	42	17%	49	16%	38	14%
No	384	77%	202	83%	255	84%	238	86%
<b>Ethnic Origins</b> (Number / % completing this question)	416	84%	248	64%	310	89%	276	96%
<b>Asian</b>								
Asian Bangladeshi	1	0.2%	0	0%	0	0%	0	0%
Asian British	1	0.2%	0	0%	0	0%	1	0%
Asian Indian	1	0.2%	2	1%	0	0%	0	0%
Asian Pakistani	0	0%	0	0%	0	0%	0	0%
Asian Other	1	0.2%	0	0%	2	0.5%	0	0%
<b>Black</b>								
Black African	0	0%	0	0%	0	0%	0	0%
Black British	1	0.2%	0	0%	1	0%	0	0%
Black Caribbean	0	0%	1	0.5%	0	0%	0	0%
Any Other Black Background	0	0%	1	0.5%	0	0%	0	0%
<b>Mixed</b>								
Asian & White	7	1.4%	4	1%	5	1.5%	8	3%
Black & White	1	0.2%	0	0%	0	0%	1	0%
Any Other Mixed Background	4	0.8%	2	0.5%	1	0%	1	0%
<b>White</b>								
White British	342	69%	197	79%	276	89%	233	84%
White European	26	5.2%	16	7%	5	1.5%	16	6%
Any Other White Background	23	4.6%	16	7%	11	3.5%	8	3%
Other Ethnic Backgrounds	0	0%	5	2%	3	1%	3	1%
<b>Chinese</b>	3	0.6%	3	1%	3	1%	3	1%
<b>Irish</b>	6	1.2%	1	0.5%	3	1%	2	1%
No reply to question	80	16.1%						

<b>Equalities Data - 2009</b>	<b>2011</b>		<b>2009</b>		<b>2007</b>		<b>2005</b>	
<b>Ages</b> – (Number / % completing this question)	430	87%	260	67%	320	92%	278	96%
18-30	10	2%	8	3%	8	3%	7	3%
31-40	47	10%	34	13%	27	9%	40	14%
41-50	77	16%	29	11%	52	16%	46	17%
51-60	92	19%	43	17%	68	21%	61	22%
61-70	94	19%	75	29%	75	23%	53	19%
70+	111	22%	71	27%	90	28%	71	26%

**Residents Survey – Performance Summary 2004 - 2011**

		<b>Performance October 2004 (%)</b>	<b>Performance October 2005 (%)</b>	<b>Performance March 2007 (%)</b>	<b>Performance May 2009 (%)</b>	<b>Performance March 2011 (%)</b>
		<b>Very Good &amp; Good Categories</b>				<b>Very Satisfied &amp; fairly satisfied categories</b>
BERS1	Customer Service	40	71	74	83	79%
BERS1a	Communication including Barbicanews	N/A	74	84	80	n/a as now included in Customer Care
BERS2	Window Cleaning	40	44	51	61	69%
BERS3	Cleaning – overall	80	86	81	84	89%
BERS4	Cleaning – communal areas	70	76	83	89	96%
BERS5	Concierge Staff	86	86	89	91	91%
BERS6	Prevention of Access / Security	72	72	78	82	87%
BERS7	Lift Maintenance	69	64	62	66	77%
BERS8	Resident Staff	79	71	67	73	75%
BERS9	Garchey Maintenance	87	86	83	80	79%
BERS10	Property Maintenance - Overall		63	64	66	74%
BERS11	Repairs – Common Parts	44	54	53	69	76%
BERS11a	Major Works	N/A	64	48	61	71%
BERS12	Lakes and Gardens	76	76	82	84	90%

