

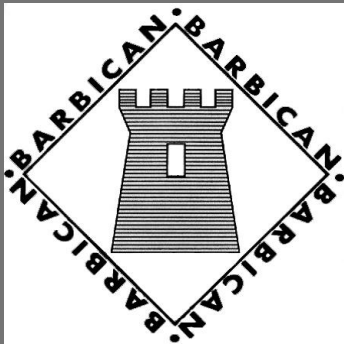
Resident Satisfaction Survey June 2019

Welcome to the Barbican Estate Residents Satisfaction Survey 2019.

The survey helps us to monitor satisfaction levels with the services we provide and manage for you. Your feedback is important, it allows us to improve those services.

If you complete your details you will be entered into the prize draw to win a £100 John Lewis voucher. Please circulate the information to other residents and if printed copies are required please ask your House Officer or at reception. The closing date is Friday 26 July 2019.

Thank you for participating in our survey.
Barbican Estate Office



Resident Satisfaction Survey June 2019

1. Overall, how satisfied or dissatisfied are you with the services provided by us in managing the Barbican Estate?

- Very Satisfied
- Satisfied
- Neither
- Dissatisfied
- Very Dissatisfied

2. Overall, to what extent do you agree with the statement that "we provide good value for money in managing the Barbican Estate"?

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

3. How satisfied or dissatisfied are you with the information we provide you in the Estatewide Bulletin?

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied

4. How often do you use the Barbican Estate page on the City of London website for information relating to services available to you? Click [here](#) for website link.

- A great deal
- A lot
- A moderate amount
- A little
- Never

5. Do you find the Barbican Estate page on the City of London website easy to navigate? Click [here](#) for website link.

- Very easy
- Easy
- Neither easy nor difficult
- Difficult
- Very difficult

6. Your team of House Officers are here to 'Champion' the quality of services provided to you by the Barbican Estate Office. They are your first point of call for your queries and comments. The House Officers' responsibilities are varied. From managing your Home Improvement application, liaising with your House Groups, monitoring your window cleaning service, to helping to resolve neighbour disputes. They monitor the services provided by the Estate Office through inspections and spot checks and will endeavour to resolve any issues you may have.

How satisfied or dissatisfied are you with the way your House Officer deals with your enquiries?

- Very Satisfied
- Satisfied
- Neither
- Dissatisfied
- Very Dissatisfied
- No recent experience/not applicable

7. How satisfied or dissatisfied are you with the way our Reception deals with your general enquiries?

- Very Satisfied
- Satisfied
- Neither
- Dissatisfied
- Very Dissatisfied
- No recent experience/not applicable

8. Do you have any further comments about our Estate Office team?

9. The Repairs Service Desk (RSD) is open from Monday to Friday 8am to 5pm, excluding Public Holidays. Email: Barbicanrepairs@cityoflondon.gov.uk or contact the Repairs Reporting Line on 020 7029 3909. The RSD provides the first level support through taking your calls and handling the resulting incidents or service requests.

How satisfied or dissatisfied are you with the way the Repairs Service Desk deals with your repairs and maintenance enquiries?

- Very Satisfied
- Satisfied
- Neither
- Dissatisfied
- Very Dissatisfied
- No recent experience/not applicable

10. How satisfied or dissatisfied are you with the repairs to the communal areas of your block?

- Very Satisfied
- Satisfied
- Neither
- Dissatisfied
- Very Dissatisfied

11. Do you have any further comments about the work of the Repairs Service Desk or repairs in the communal areas?

12. How satisfied or dissatisfied are you with the Concrete Repairs Programme as part of the Major Projects delivered Estatewide?

- Very Satisfied
- Satisfied
- Neither
- Dissatisfied
- Very Dissatisfied
- Not Applicable - I haven't experienced any projects this year.

13. Do you have any further comments about the work of the Concrete Repairs Programme?

14. Our Out-of-Hours Duty Managers are here 24 hours a day, 7 days a week. Between them, they have a combined 70 years' experience with electrical, mechanical, building & plumbing trades to provide around the clock cover to the Barbican Estate.

They carry out day-to-day reactive and planned maintenance across the Estate's electrical and mechanical services and investigate issues from water penetration, noise complaints and monitor security arrangements. They manage, install and maintain the Background Underfloor Heating network and control, manage the internal contractors such as Metwin and service the ventilation fans across the Estate. They also provide technical advice and assistance to House Groups, Working Parties, the Major Projects team, assist in the writing of specifications for Estate contracts and provide technical advice to all external contractors such as electrical supply companies, residents' contractors and Vision Fibre Media. On top of all this, they also provide the Out of Hours Duty Management of the Estate and are your first of call for emergency electrical issues and leaks.

How satisfied or dissatisfied are you with the way the Out-Of-Hours Duty Manager deals with your emergency repairs?

- Very Satisfied
- Satisfied
- Neither
- Dissatisfied
- Very Dissatisfied
- Not Applicable - I haven't made use of the Out of Hours team this year.

15. Do you know how to get hold of the Duty Manager in an emergency, out of office hours?

- Yes
- No

16. Do you have any further comments about the work of the Out-of-Hours Duty Managers?

17. We have a team of 36 cleaners, who work across the Estate to clean within your blocks, as well as clean the podium & car park areas. They also provide a daily rubbish collection from your front door.

How satisfied or dissatisfied are you with the cleaning services of the communal area of your blocks?

- Very Satisfied
- Satisfied
- Neither
- Dissatisfied
- Very Dissatisfied

18. How satisfied or dissatisfied are you with the cleaning of the Podium?

- Very Satisfied
- Satisfied
- Neither
- Dissatisfied
- Very Dissatisfied

19. How satisfied or dissatisfied are you with the window cleaning service provided by the window cleaning team?

- Very Satisfied
- Satisfied
- Neither
- Dissatisfied
- Very Dissatisfied

20. Do you have any further comments about the work of the Cleaning team?

21. We have a team of 40 permanent Estate Concierge/Car Parking staff, who work in shifts to provide services 24 hours a day, 7 days a week. Last year they took in over 150,000 parcels for you.

How satisfied or dissatisfied are you with the service provided by the Estate Concierge team? (Lobby Porter or Car Park Attendant)

- Very Satisfied
- Satisfied
- Neither
- Dissatisfied
- Very Dissatisfied

22. Do you have any further comments about the work of the Estate Concierge team?

23. How satisfied or dissatisfied are you with the way the gardening team look after the lakes and gardens within the Barbican Estate?

- Very Satisfied
- Satisfied
- Neither
- Dissatisfied
- Very Dissatisfied

24. Do you have further comments about the gardens or lakes?

25. The Gardens Advisory Group is a resident Working Party of the Residents' Consultation Committee (RCC). The members have been monitoring the gardening across the estate for a number of years. The members feel that for a small contribution from each leaseholder, the private gardens could benefit from extra man hours of gardening as well as replacement of many of the older shrubs and plants that are coming to the end of their natural life. To note, the Grounds Maintenance Service Charge Budget, has risen by 10% in 10 years from £117,000 in 2009/10 to £ 130,000 in 2019/20. The result will be fed back to the RCC for further consideration.

Would you be happy to pay an extra £25 per year, if this was to solely fund extra labour within the private gardens of the estate?

- I would be happy to pay an extra £25 per year
- I would not be happy to pay an extra £25 per year

26. If you have a newly built store in the car park, how satisfied or dissatisfied are you with your experience?

- Very Satisfied
- Satisfied
- Neither
- Dissatisfied
- Very Dissatisfied
- No I don't have a newly built store, SKIP

27. The last survey conducted about the parcel tracking system, (pink card) system reflected the general feeling that the current 'holding' system for parcels and deliveries works well. The Working Party, at the time proposed that the system should remain the same, but should be reviewed in five years' time, in 2021.

How satisfied or dissatisfied are you with the current pink card system that your cleaners, Concierges/Car Park Attendants use to deal with your parcels?

- Very Satisfied
- Satisfied
- Neither
- Dissatisfied
- Very Dissatisfied

28. If there is one thing we could do to give better service, what would it be?

29. Have you left your emergency contact details with us? If not please add your name and address (we also need this to enter you into our free prize draw for a £100 John Lewis voucher!)