

<b>Committee(s)</b>	<b>Dated:</b>
Residents Consultation Committee – For Information Barbican Residential Committee – For Information	7 September 2015 14 September 2015
<b>Subject:</b> Residents' Survey results – September 2015	<b>Public</b>
<b>Report of:</b> Director of Community and Children's Services	<b>For Information</b>

### **Summary**

This report informs the committee of the results of the Residents' Satisfaction Survey which was undertaken in July 2015.

### **Recommendation**

Members are asked to:

- Note the report.

### **Main Report**

#### **Background**

1. In July 2015 a 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 is attached as Appendix 1.
2. This was the third time that an online survey was used, with paper copies advertised as being available on request.
3. The survey asked residents to rate services against one of five criteria: very satisfied, satisfied, neither, dissatisfied and very dissatisfied.
4. An additional field at the end of the survey enabled residents to add their comments. A selection of these comments both positive and negative is detailed in the relevant sections. As with previous 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.
5. The response rate of 465 is made up of 460 online entries and 5 in paper format. This was a slight decrease from the 500 responses received in 2014 and 471 in 2013.

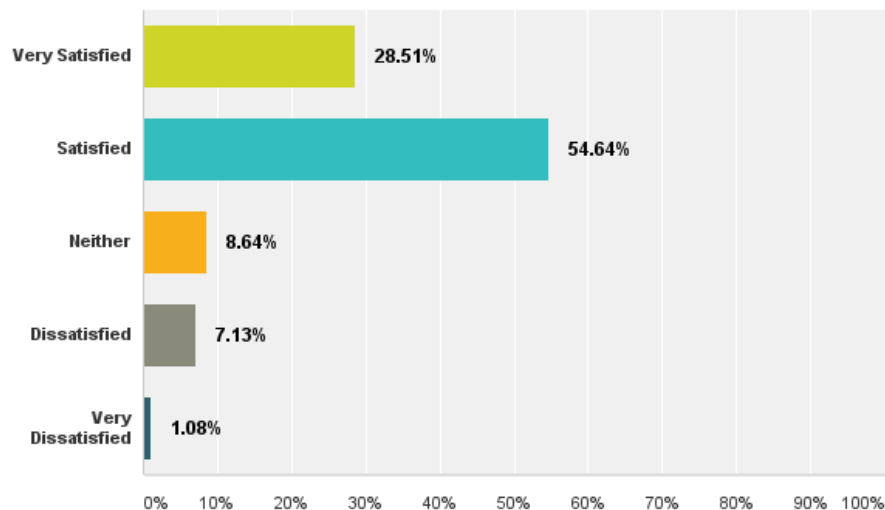
6. The results of the survey will be published via email broadcast in September 2015.
7. This year an additional question was posed concerning satisfaction levels with resident involvement in the management of the Barbican Estate. Residents were also asked if they would like to see any changes in how they are consulted with over the management of the Barbican Estate.

### Current Position

8. **Customer Care.** A result of 83% was achieved in the “satisfied” and “very satisfied” categories. An increase of 2% on 2014.

**Q1 Overall, how satisfied or dissatisfied are you with the services provided by the Barbican Estate Office in managing the Barbican Estate?**

Answered: 463 Skipped: 2



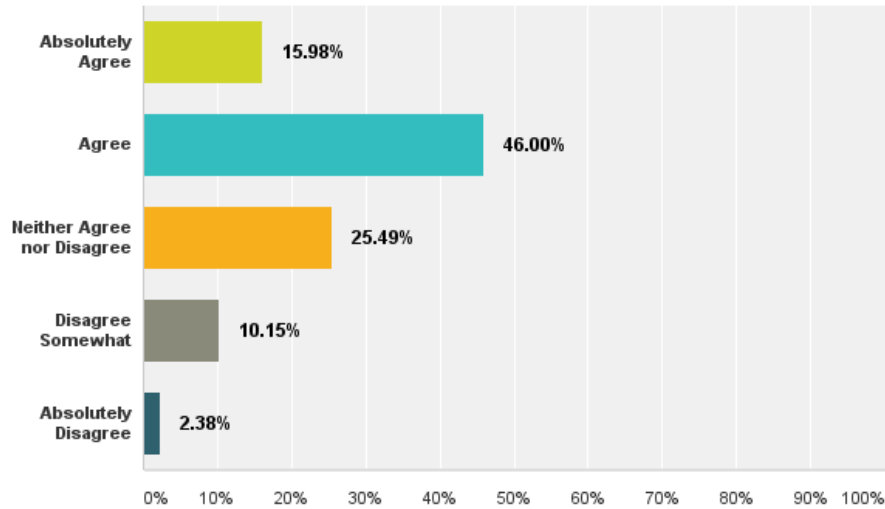
9. **Value for Money.** 62% of responses “absolutely agreed” and “agreed” with the statement that *“the Barbican Estate Office provides good value for money in managing the Barbican Estate”*. An increase of 2% on 2014.

**“The Barbican is an exceptionally well managed estate and this is in marked contrast with the way many blocks are managed.”**

**“Overall I think the standards are excellent. There are occasional times when the bureaucracy to get something done feels cumbersome, and sometimes things seem to take a lot longer than feels necessary to get done. But when they are eventually done, they are well done.”**

**Q2 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"?**

Answered: 463 Skipped: 2



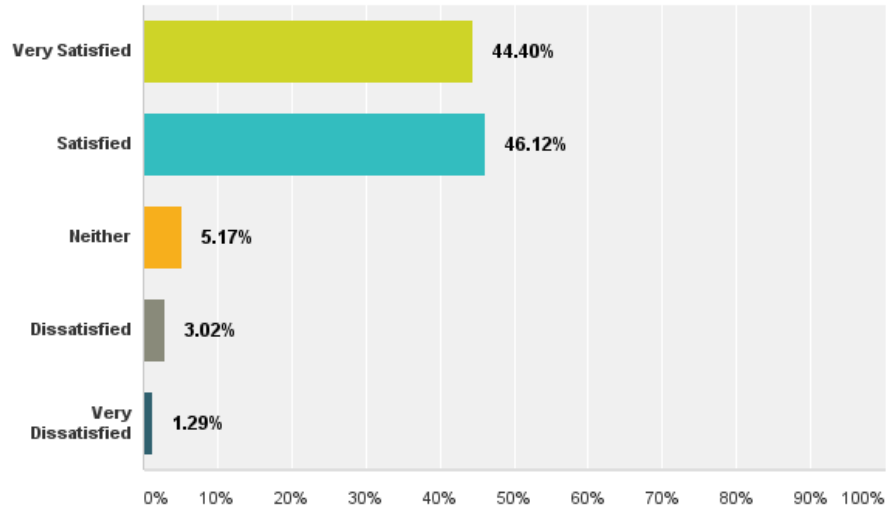
10. **Communications.** 91% was achieved in the “satisfied” and “very satisfied” categories in the way the Barbican Estate Office keeps residents informed of issues. This has remained the same as last year.

**“It would be helpful to know where to find the list of services that we can have which are included in our service charge.”**

**“The e-mail contact list is a good step forward and very welcome.”**

**Q3 How satisfied or dissatisfied are you with the way the Barbican Estate Office keeps you informed about issues that may affect you e.g email broadcasts/notice boards/ website etc?**

Answered: 464 Skipped: 1

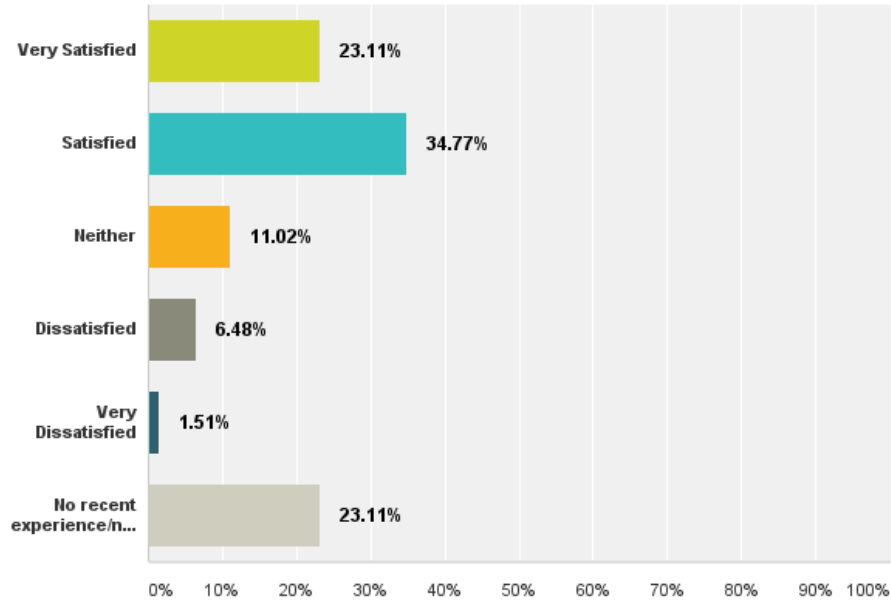


11. **House Officers.** Taking into account the 23% with “no recent experience of this service/not applicable”; 75% satisfaction was achieved. This is a 2% increase on 2014.

**“Our House Officer responds promptly and helpfully to initial requests and enquiries.”**

**Q4 How satisfied or dissatisfied are you with the way your House Officer deals with your general enquiries?**

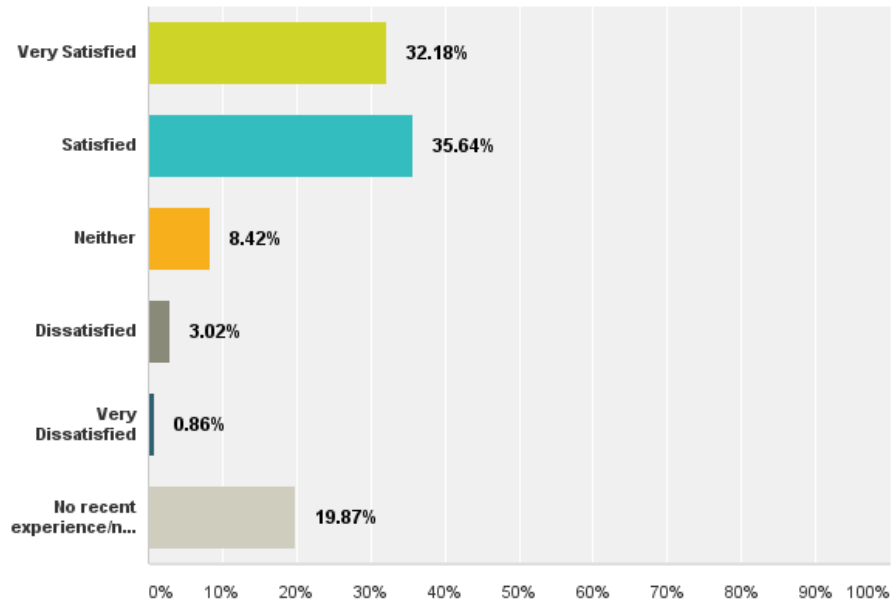
Answered: 463 Skipped: 2



12. **Barbican Estate Office Reception.** Taking into account the 20% with “no recent experience of this service/not applicable”; 85% satisfaction was achieved in the way Reception deals with general enquiries. This has remained the same as last year.

**Q5 How satisfied or dissatisfied are you with the way Reception deals with your general enquiries?**

Answered: 463 Skipped: 2



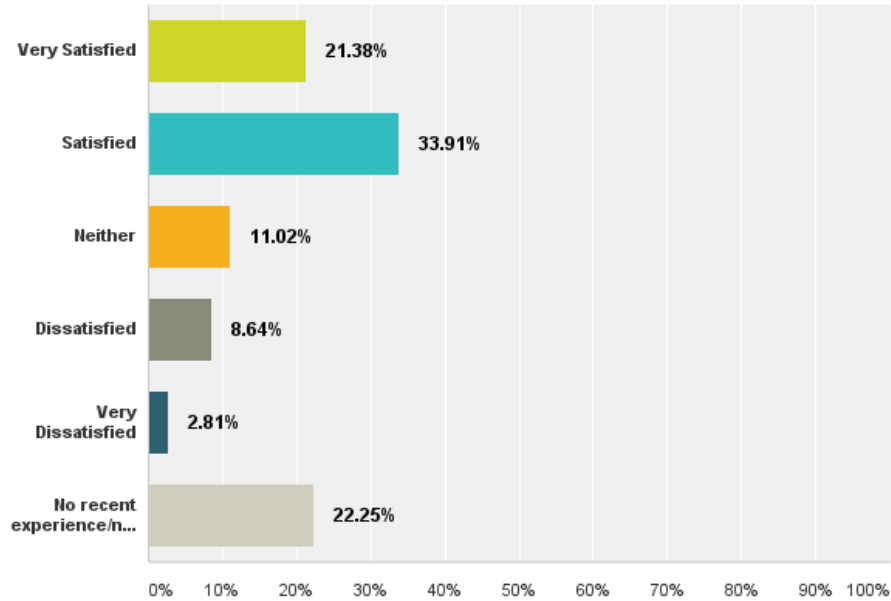
**13. Property Maintenance.** 22% of residents had “no recent experience of this service/not applicable”. Of the remaining 71% were either “satisfied” or “very satisfied”. This is a 2% improvement on 2014.

**“I think that communications with the repairs team are the big weakness.”**

**“The Garchey team are amazingly responsive and helpful.”**

**Q6 How satisfied or dissatisfied are you with the way the Repairs Contact Centre deals with your repairs and maintenance?**

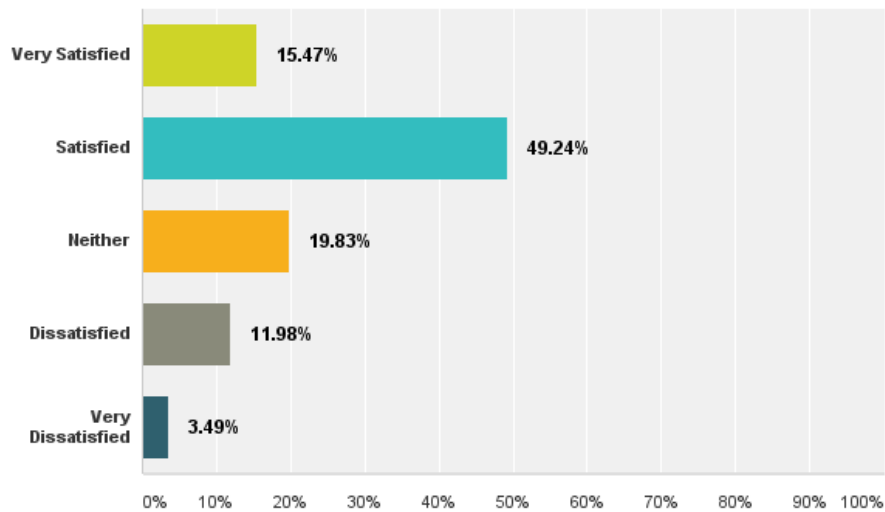
Answered: 463 Skipped: 2



**14. Property Maintenance in communal areas.** 65% satisfaction levels were achieved. This is a 6% decrease on last year and will be an area of focus with our colleagues in Property Services.

**Q7 How satisfied or dissatisfied are you with the repairs to the communal areas of your block?**

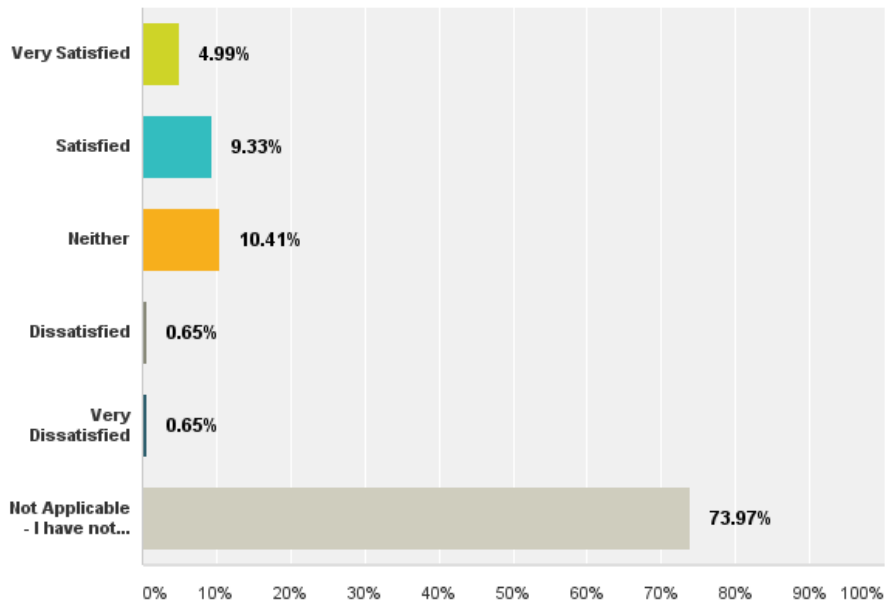
Answered: 459 Skipped: 6



15. **Out of Hours Emergency Service.** Taking into account the 74% who have “no recent use of this service/not applicable”, of the remaining respondents 55% satisfaction levels were achieved. This is the same satisfaction level as last year.

**Q8 How satisfied or dissatisfied are you with the way the Out-Of-Hours Duty Manager deals with your emergency repairs?**

Answered: 461 Skipped: 4

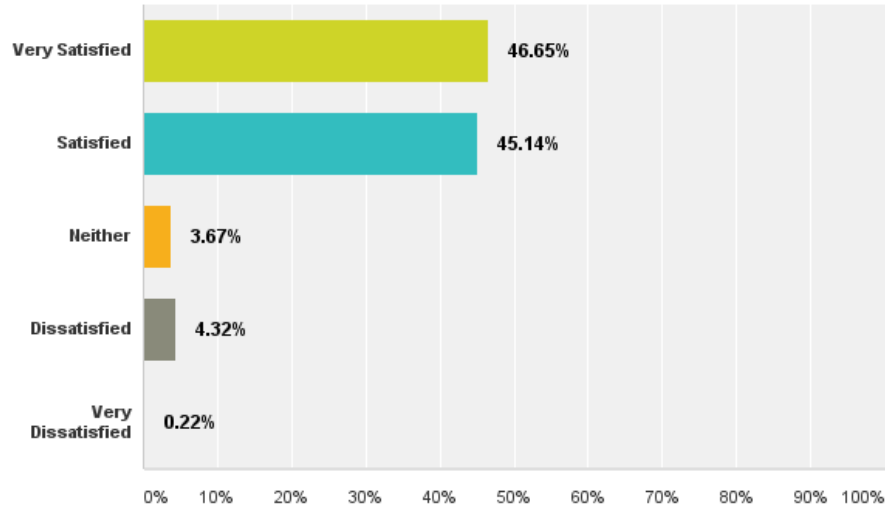


16. **Communal Area Cleaning.** 92% was achieved in the “very satisfied” and “satisfied” categories. This is up from 89% in 2014.



**Q9 How satisfied or dissatisfied are you with the communal area cleaning services provided by your cleaners?**

Answered: 463 Skipped: 2

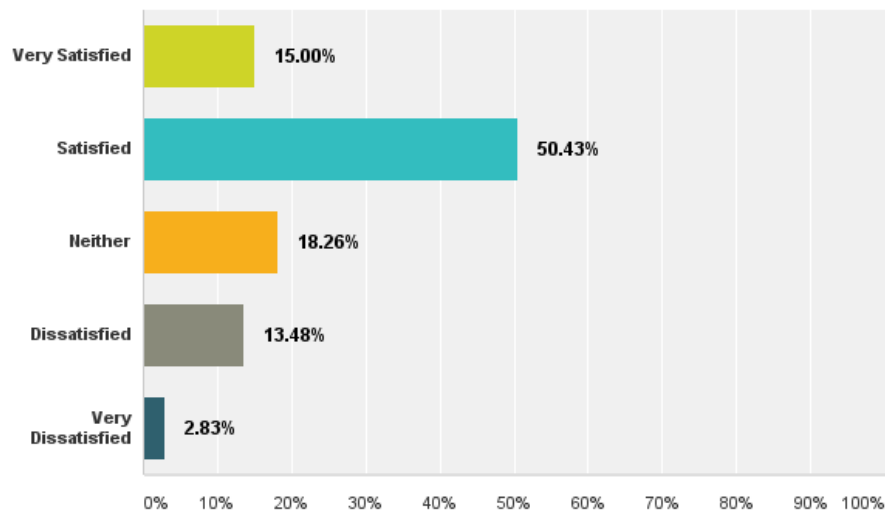


17. **Window Cleaning.** A result of 65% was achieved in the “very satisfied” and “satisfied” categories. This is down by 1% on last year.

**“Window cleaners miss a bit here and there and come at it with a thud leaving scratches.”**

**Q10 How satisfied or dissatisfied are you with the window cleaning service provided by the window cleaning team?**

Answered: 460 Skipped: 5



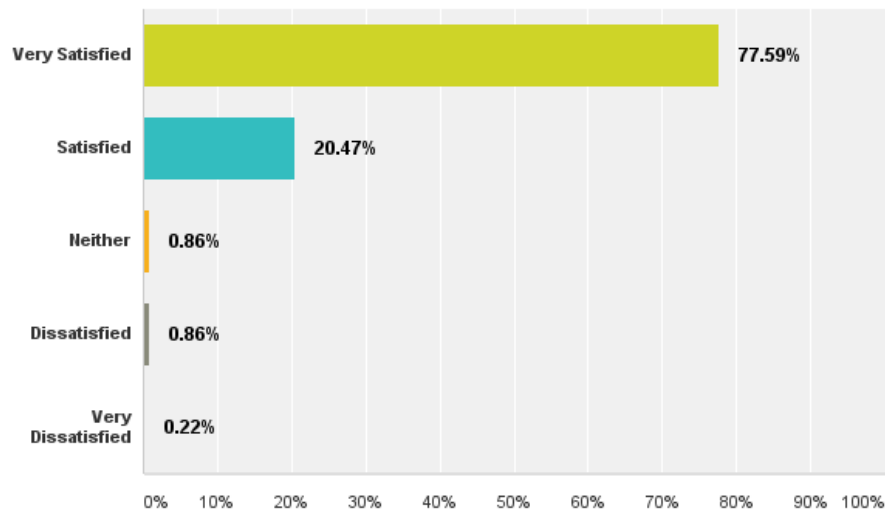
18. **Estate Concierge team.** A tremendous result of 98% was achieved in the “very satisfied” and “satisfied”. This is slightly higher than the 96% achieved last year. This is especially gratifying as the BEO has employed 10 new Estate Concierge and Lobby Porters this last year.

**“The car park attendants are excellent and an invaluable asset. They do so much more than their title suggest and are so helpful.”**

**“I would like to express my gratitude to, and admiration for, the Car Park Attendants, who do so much for us all, and are such wonderful people. They are an essential and invaluable part of the Barbican Estate.”**

**Q11 How satisfied or dissatisfied are you with the service provided by the Estate Concierge team? (Lobby Porter or Car Park Attendant)**

Answered: 464 Skipped: 1

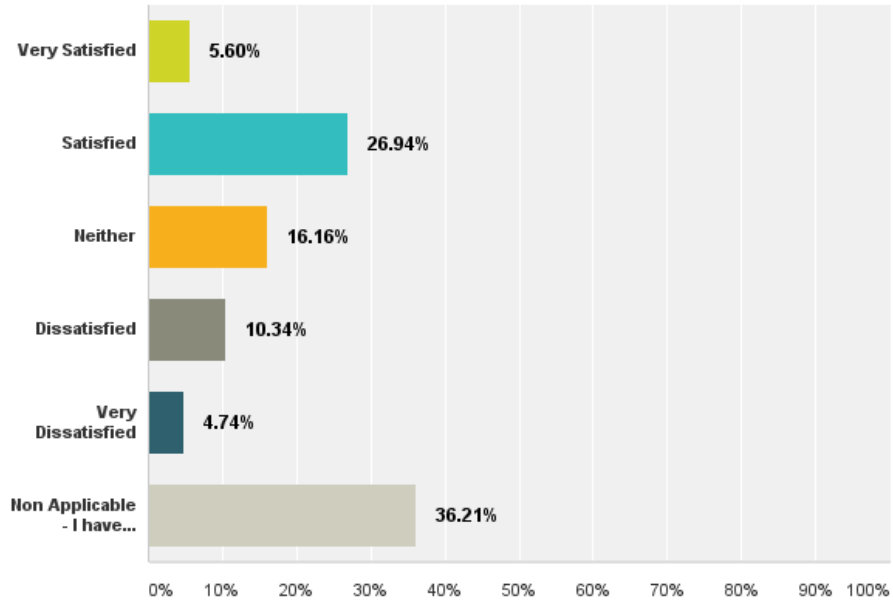


19. **Major Works.** Taking into account the 36% who had “no recent experience of projects”; 51% satisfaction with projects such as external redecorations was achieved. This is a drop of 10% on 2014. Dissatisfaction levels have risen to 23%. This is cause for concern and officers have been asked to use the comments received to come up with a plan for improvement. Although some of the comments do suggest that this figure may have been skewed by the podium waterproofing projects.

**“The block painting/redecorating costs were expensive, taking into account the two coats of paint applied to ironwork and woodwork.”**

**Q12 How satisfied or dissatisfied are you with project works on your block (not including projects in the public areas of the Estate which are managed and funded by the City of London)?**

Answered: 464 Skipped: 1



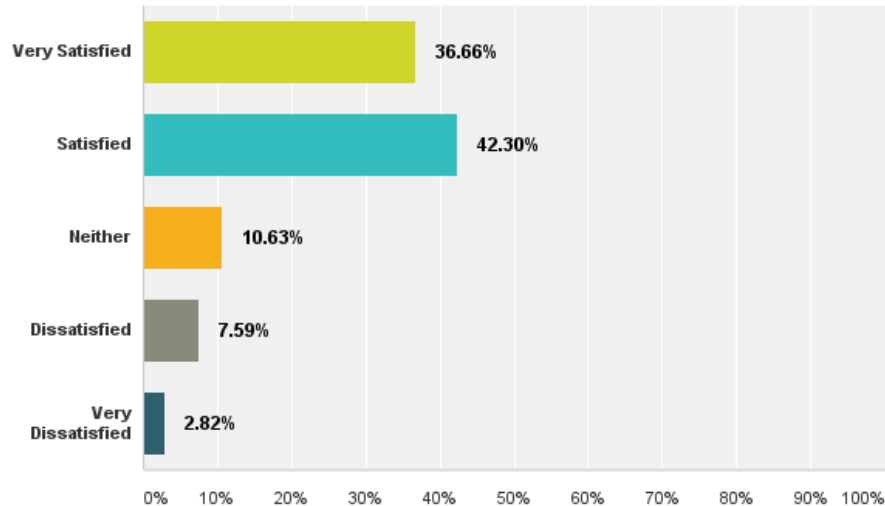
20. **Open Spaces.** 79% satisfaction with the way the gardening team look after the lakes and gardens within the Barbican Estate. This represents a 6% decrease on 2014.

**“The gardens and lake area look really shabby at the moment and need attention.”**

**“New gardening approach is lovely – wilder planting and letting the reeds go through winter. Thank you for making the gardens a lovely place to be.”**

**Q13 How satisfied or dissatisfied are you with the way the gardening team look after the lakes and gardens within the Barbican Estate?**

Answered: 461 Skipped: 4



21. Additional comments were sought when the survey asked: ***“If there is one thing that the Barbican Estate Office or Estate Staff could do to give you better service, what would it be?”*** 193 residents responded to this question. Whilst responses were varied 2 common themes emerged: Communications at 27% of comments and Maintenance at 19%.

**22. Communications**

**“Improve communication with the car park attendants and give them more input into discussions that they can contribute to. There is a lot of knowledge and skill not being taken advantage of.”**

**“Answer emails quicker.”**

**“More information could be disseminated by the email service or in some cases through letters.”**

**23. Maintenance**

**“Follow up on the subcontractors: check they have actually done the work.”**

**“Shift the muck from the drains on tiled podium levels, so they flow freely. Attend to the drainpipes on the ramp to Whitecross St.**

**“Quicker service/repairs for faulty doors on the podium level in the block.”**

## 24. Other Comments

**“Help with small maintenance jobs. It’s very difficult to find high quality workmen for plumbing, electrical, decorating work and repairs.”**

**“Longer opening hours of estate office, maybe one late evening, to allow people working in the daytime to visit.”**

**“Clarify rights and responsibilities regarding storage areas including value of storage rooms.”**

**“Offer a service for cleaning the inside of flat windows for those residents who cannot manage to do their own.”**

25. Some of the comments received covered areas not under Barbican Estate control. Where appropriate, these comments will be passed onto the departments responsible.

26. The House Officers have reviewed all the comments. Where necessary they have also followed up if action is required.

27. **Additional Question.** A question regarding representation was also posed. ***“How satisfied or dissatisfied are you with the involvement of residents in the management of the Barbican Estate and consultation over decision or new initiatives eg. through the Residents’ Consultation Committee, your house group or direct consultation with residents?”***. 62% satisfaction was achieved.

28. Comments received about consultation are being reviewed by the Barbican Estate Office in conjunction with the RCC Chair.

**“I would like to feel that consultation is earlier and more demonstrably seeking views and feedback rather than just wanting approval for a decision already de-facto made – eg. unwanted bike pods in Defoe car park.”**

**“There is very full consultation through the House Groups and BA Association.”**

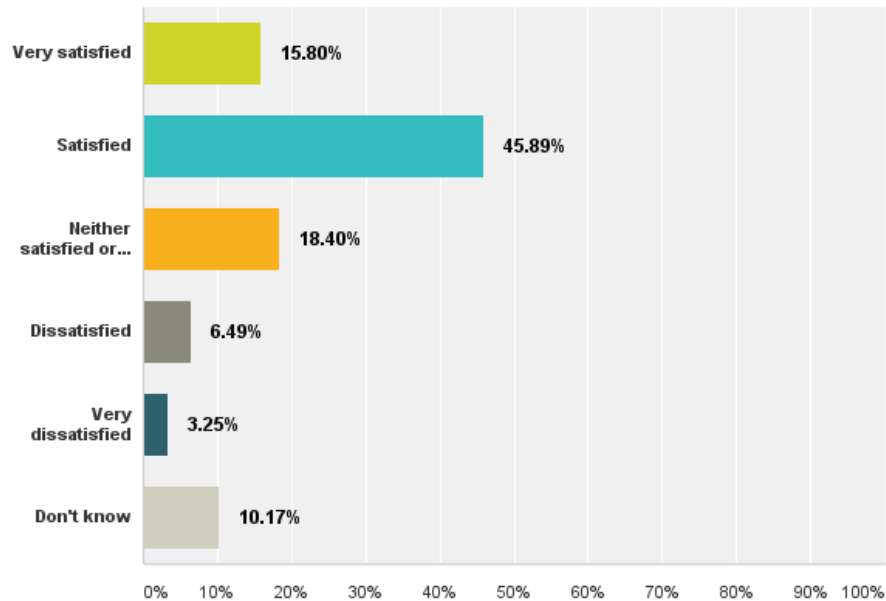
**“Residents views to have greater weight on decisions that impact the living environment against the CoL’s continual desire to commercialise the immediately surrounding area.”**

**“A lot of residents are renting – are they encouraged to be involved?”**

**“I would actually prefer LESS consultation as all this costs money and presumably ends up on our service charges.”**

**Q16 How satisfied or dissatisfied are you with the involvement of residents in the management of the Barbican Estate and consultation over decisions or new initiatives eg. through the Residents' Consultation Committee, your house group or direct consultation with residents?**

Answered: 462 Skipped: 3



29. Some of the comments received covered areas not under Barbican Estate control. Where appropriate, these comments will be passed onto the departments responsible.

## Conclusion

30. Where residents have made specific comments or queries on the survey form, the House Officers are addressing these on an individual basis. Although as the BEO does not know who made the comments, we have not responded individually.

31. An email broadcast will shortly be sent out listing all the general queries and questions that were raised in the comments section in the form of a Q&A.

32. General comments and common themes have been fed back to the individual service providers and will be included within the Service level Agreement Action Plans.

33. Satisfaction levels remain high but we will aim to improve services where the results have identified areas of concern.

34. The survey will be reviewed again prior to sending out in 2016.

## **Appendices**

Appendix 1: Resident Survey July 2015

### **Background Papers**

October 2004 Residents Satisfaction Survey  
October 2005 Residents Satisfaction Survey  
March 2007 Residents Satisfaction Survey  
May 2009 Residents Satisfaction Survey  
March 2011 Residents Satisfaction Survey  
September 2013 Residents Satisfaction Survey  
September 2014 Residents Satisfaction Survey

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