



Resident Survey July 2015

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

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

2. 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"?

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

3. 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?

- Very Satisfied
- Satisfied

- Neither
- Dissatisfied
- Very Dissatisfied

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

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

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

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

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

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

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

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

8. 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 have not made use of the Out of Hours team this year.

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

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

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

- Very Satisfied
- Satisfied

- Neither
- Dissatisfied
- Very Dissatisfied

11. 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

12. 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)?

- Very Satisfied
- Satisfied
- Neither
- Dissatisfied
- Very Dissatisfied
- Non Applicable - I have experienced no projects this year.

13. 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

14. Do you have any further comments/queries/suggestions regarding the services provided to you?

15. If there is one thing that the Barbican Estate Office or Estate Staff could do to give you better service, what would it be?

16. 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?

- Very satisfied
- Satisfied
- Neither satisfied or dissatisfied
- Dissatisfied
- Very dissatisfied
- Don't know

17. Are there any changes you would like to see in how residents are consulted over the management of the Barbican Estate?

Done



See how easy it is to create a survey.