



## Resident Survey June 2018

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 way we keep you informed about issues that may affect you e.g email bulletin/notice boards/ the website etc?

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

4. How satisfied or dissatisfied are you with the information in the Estatewide Bulletin?

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

5. How often do you use the Barbican Estate noticeboard in reception for information relating to services available?

- A great deal
- A lot
- A moderate amount
- A little
- None at all

6. How often do you use the Barbican Estate website for information relating to services available? Click [here](#) for website link.

- A great deal
- A lot
- A moderate amount
- A little
- None at all

7. After the recently conducted Fire Safety Exercise and subsequent communications, do you feel satisfied in how we have informed you of the safety procedures in the event of a fire?

- Very Satisfied
- Satisfied
- Neither
- Dissatisfied
- Very Dissatisfied
- Other (please specify)

8. 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

9. 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

10. Do you have any further comments about the Estate Office team?

11. 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

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

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

13. 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.

14. 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.

15. Do you have any further comments about the work of Property Services ie. the Repairs Contact Centre, repairs in the communal areas, projects or the out of hours Duty Manager ?

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

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

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

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

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

19. 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

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

21. 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

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

23. Do you have any further comments or queries regarding the services provided to you? (Please note: If you would like a personal response to your query, please insert your name and address as well.)

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

25. Do you find this survey useful?

- Very useful
- Useful
- Neither
- Not useful
- Complete waste of time

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