

# Barbican Estate - Resident Survey 2022

\* Required

1. What block do you live in? \*

- Andrewes House
- Ben Jonson House
- Brandon Mews
- Breton House
- Bryer Court
- Bunyan Court
- Cromwell Tower
- Defoe House
- Frobisher Crescent
- Gilbert House
- John Trundle Court
- Lambert Jones Mews
- Lauderdale Tower
- Mountjoy
- Postern & Wallside
- Seddon House
- Speed House
- Shakespeare Tower
- Thomas More House
- Willoughby House
- Prefer not to say

2. Overall, how satisfied are you with the services provided by us in managing the Barbican Estate? \*

- Very satisfied
- Satisfied
- Neither
- Dissatisfied
- Very dissatisfied

3. 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
- Disagree somewhat
- Absolutely disagree

4. Why do you say that?

Enter your answer

5. How satisfied are you with current communication methods from the Barbican Estate Office (BEO)? \*



## 6. Why do you say that?

Enter your answer

## 7. How do you get information that you need or want? (please tick all that apply)

\*

- In person (office)
- In person (lobby or car park box)
- Telephone
- Email
- Letter
- Bulletin
- Website
- Other

**8. What are the key reasons for contacting the BEO? (please tick all that apply) \***

- Query about the service charge
- Query about services delivered by the BEO
- Report a deficiency with services provided by the BEO
- Reporting a repair
- Car Park Bay or Store related
- Set up a key permission
- Home Improvements related
- Complimenting a service or individual
- Concern about a neighbour
- Issue with a neighbour
- Reporting ASB
- Registering a sub-tenant
- Other

**9. Could you provide an example of a piece of communication from the BEO (be it letter, email, text, telephone, bulletin, website etc.) that made you GLAD and briefly explain why.**

Enter your answer

10. Could you provide an example of a piece of communication from the BEO (be it letter, email, text, telephone, bulletin, website etc.) that made you SAD and briefly explain why.

Enter your answer

11. Could you provide an example of a piece of communication from the BEO (be it letter, email, text, telephone, bulletin, website etc.) that made you MAD and briefly explain why.

Enter your answer

12. What could we do to improve the way we communicate with you?

Enter your answer

13. How satisfied are you with the BEO weekly bulletin? \*



14. How could we improve the content of the weekly bulletin?

Enter your answer

15. Weekly Bulletin. Do you read the bulletin every week? \*

Yes

No

16. Weekly Bulletin. The content provides you with the information you need. \*

I agree

I disagree

17. In its current form, the bulletin takes between 2 and 3 days per week, to compile and produce (this includes subscriber management). If the BEO moved to a monthly estate wide bulletin with short intervening local (block) bulletins from your House Officer, this could produce a saving that will allow us to introduce other methods of communication. \*

I would like to the weekly bulletin from the BEO to continue.

I would like monthly bulletins with interim news from my House Officer.

18. Barbican Estate pages of the City of London website. How often do you visit the website?

[www.cityoflondon.gov.uk/services/barbican-estate](http://www.cityoflondon.gov.uk/services/barbican-estate) \*

Weekly

Monthly

Quarterly

Very rarely

Never

19. Barbican Estate pages of the City of London website. The content provides you with the information you need. \*

I agree

I disagree

20. Your team of House Officers are here to "Champion" the quality of services provided to you by the Barbican Estate Office (BEO). They are your first point of contact for your queries and comments. The House Officers' responsibilities are varied. From managing your Home Improvement applications, liaising with House Groups, monitoring your window cleaning service, to helping resolve neighbour disputes. They monitor the services provided by the BEO 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 / non applicable



21. 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 / non applicable

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

Enter your answer

23. The Property Services Desk (PSD) is open from Monday to Friday 8am to 5pm, excluding Public Holidays.

Email: [Barbicanrepairs@cityoflondon.gov.uk](mailto:Barbicanrepairs@cityoflondon.gov.uk) Phone: 020 7029 3909

The PSD provides the first level of support through taking your calls and handling the resulting incidents or service requests.

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

- Very Satisfied
- Satisfied
- Neither
- Dissatisfied
- No recent experience / non applicable

24. How satisfied or dissatisfied are you with the repairs to the communal areas to your block? \*

- Very satisfied
- Satisfied
- Neither
- Dissatisfied
- Very dissatisfied

25. Do you have any further comments about the work of the PSD or repairs in communal areas?

Enter your answer

26. If you are a resident of the following blocks, how satisfied or dissatisfied are you with the recent Redecorations programme as part of Major Works delivered by the BEO. Please take into account that the project is only partially completed on some of these blocks.

Bryer, Bunyan and John Trundle Court  
Mountjoy and Ben Jonson House  
Cromwell Tower

- Very satisfied
- Somewhat satisfied
- Neither
- Somewhat dissatisfied
- Very dissatisfied
- I do not live in one of the blocks where redecoration has been recently undertaken

27. 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 with water penetration, noise complaints and monitor security arrangements. They manage, repair and maintain the Background Underfloor Heating network and control, manage the internal contractors such as Metwin and service ventilation fans across the estate. They also provide technical advice and assistance to house groups, working parties, the 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 4th Utility.

On top of all this, they also provide the Out of Hours Duty Management of the estate and are your first point 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

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

\*

Yes

No

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

Enter your answer

**30. We have a team of 32 Cleaners & Supervisors who work across the Estate to clean within your blocks, as well as clean the podium and car park areas. They also provide a daily rubbish collection from your front door.**

**How satisfied or dissatisfied are you with cleaning services of the communal areas of your block? \***

- Very satisfied
- Satisfied
- Neither
- Dissatisfied
- Very dissatisfied

**31. How satisfied or dissatisfied are you with the cleaning of the podium? \***

- Very satisfied
- Satisfied
- Neither
- Dissatisfied
- Very dissatisfied

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

- Very satisfied
- Satisfied
- Neither
- Dissatisfied
- Very dissatisfied

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

Enter your answer

34. 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 we took in 300,000 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

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

Enter your answer

36. How satisfied or dissatisfied are you with the way the gardening team looks after the gardens and lakes within the Barbican Estate? \*

- Very satisfied
- Satisfied
- Neither
- Dissatisfied
- Very dissatisfied

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

Enter your answer

38. Please add your name and address to be entered into our free prize draw for a £100 John Lewis Voucher?

Enter your answer

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