

Committee(s): Residents' Consultation Committee Barbican Residential Committee	Date(s): 02 September 2013 16 September 2013
Subject: Residents' Survey Results May 2013	
Report of: The Director of Community and Children's Services	Public For Information
Ward (if appropriate):	
<p><u>Executive Summary</u></p> <p>This report informs the committee of the results of the Residents Satisfaction Survey which was undertaken in May 2013.</p>	

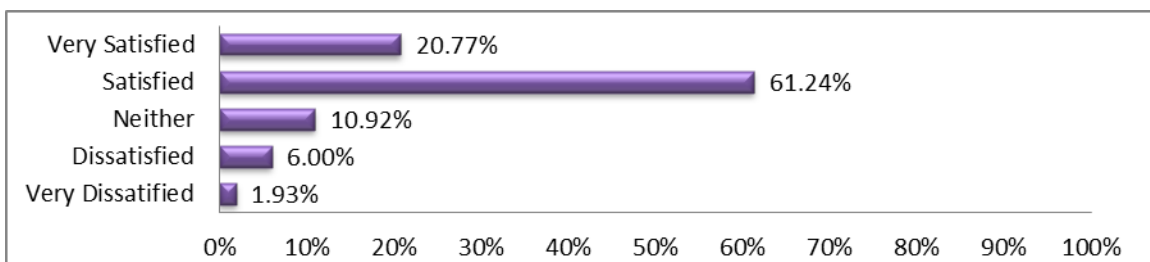
Background

1. In May 2013 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 form is attached as Appendix 1.
2. There was a review of the residents' survey in 2013 and this was the first survey to be online, 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, are 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 467 was made up of 463 online entries and 4 in paper format. This equates to 23% of households.

6. The overall satisfaction levels were 72% for all responses in the satisfied or very satisfied categories with 11% being neither satisfied or dissatisfied.
7. The percentages in each section below are calculated on the responses entered into very satisfied, satisfied, neither, dissatisfied and very dissatisfied categories.
8. The results of the survey have been published in the July 2013 edition of the resident’s newsletter, Barbicanews, and on the internet in the Barbican section of the City of London website.

Current Position

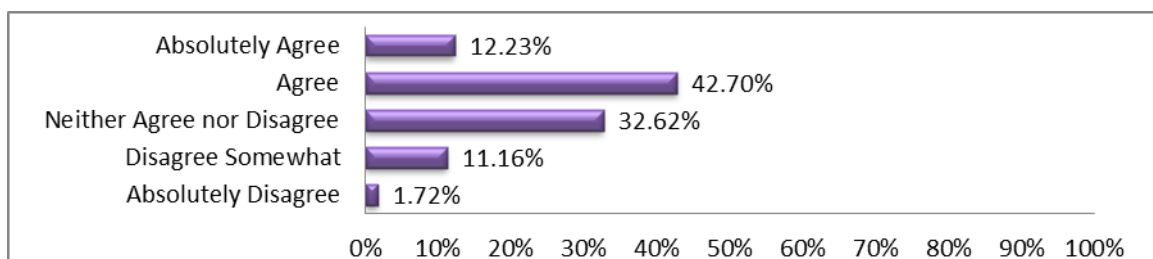
9. **Customer Care** –The result of 82% was achieved in the “satisfied” or “very satisfied” categories.



“The quality of estate management and overall relationships with the Estate Office have considerably deteriorated over the 33 years I have been resident here”

“I am very satisfied with the upkeep of the estate and the professionalism of the staff”

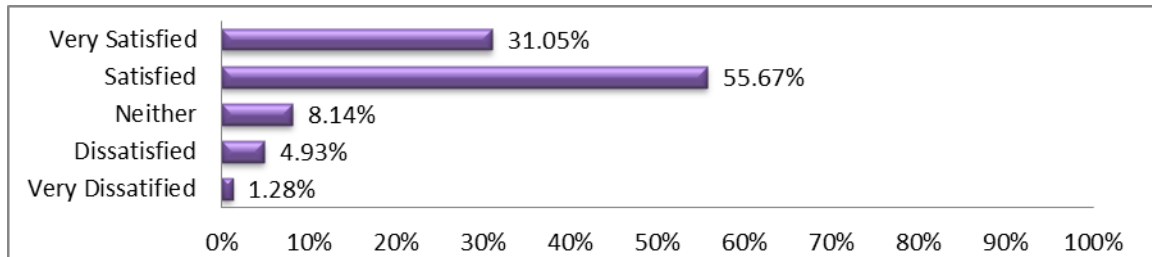
10. **Value for Money** - 55% of responses “absolutely agreed” and “agreed” with the statement that the Barbican Estate Office provides value for money in managing the estate.



“CPAs offer best value for money on the estate.”

“When invoicing service charge, can the large projects be shown separately so we can check against the prices quoted?”

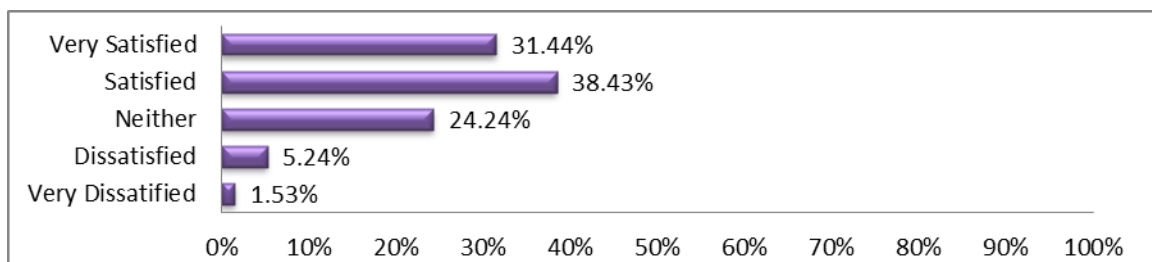
11. **Communications** - 87% was achieved in the “satisfied” or “very satisfied” categories in the methods of keeping the Barbican residents informed about matters that concern them with 8% being “neither satisfied or dissatisfied”.



“The Estate Office has an old-fashioned way of communicating, more like sending memos via email”

“Well done for an online survey.”

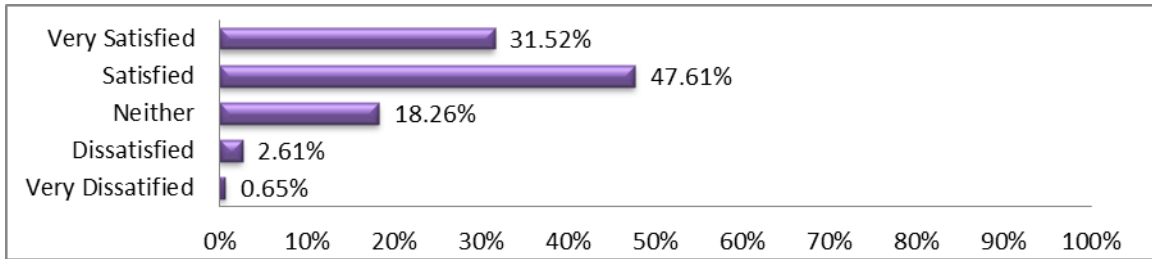
12. **House Officers** –70% satisfaction was achieved with 24% “neither satisfied or dissatisfied”.



“I have also found that our house officer actions things without discussing the original complaint/issue”

“Our house officer is excellent. She works very hard on our behalf and handles difficult problems with diplomacy”

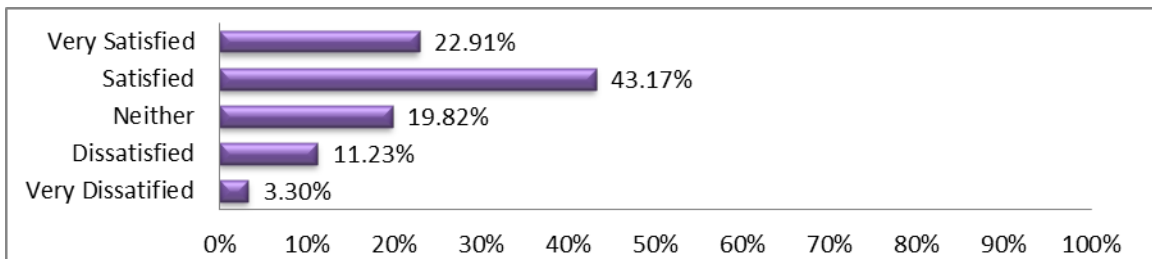
13. **Barbican Estate Office Reception** – A result of 79% was achieved in the “satisfied” or “very satisfied” categories in the way the Reception deals with their general enquiries.



“It would be helpful if the Estate Office was open after 5pm, say on one night of the week”

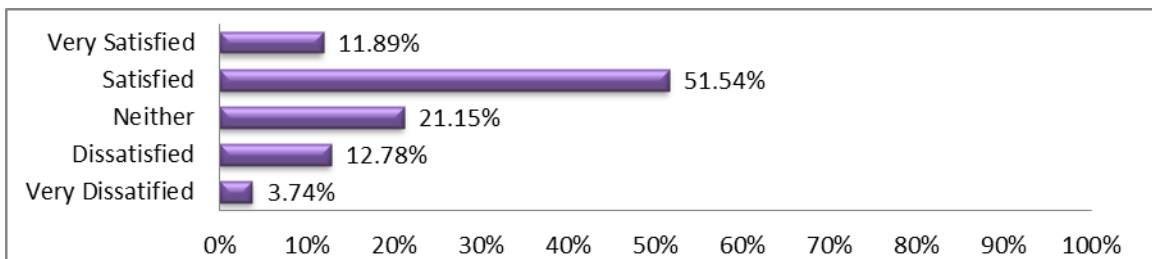
“On plus side, all estate office and house personnel are courteous and helpful and Barbican remains a safe and secure and enjoyable environment.”

14. Property Maintenance – A result of 66% was achieved in the “very satisfied” or “satisfied” with the way Repairs Contact Centre dealt with the residents call for repair issues.



“Communication links with Barbican Repairs Dept are patchy at best. Sometimes it is super-efficient; other times, there's just a black hole of nothing in relation to outstanding matters.”

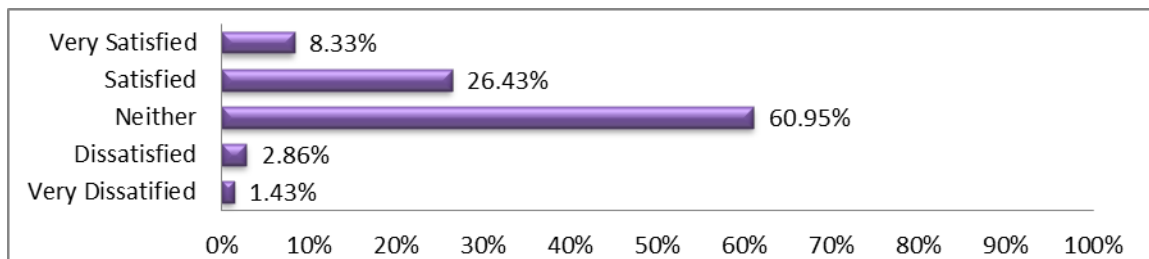
15. Property Maintenance in communal areas- 63% satisfaction was achieved with 18% registering as “neither satisfied or dissatisfied”.



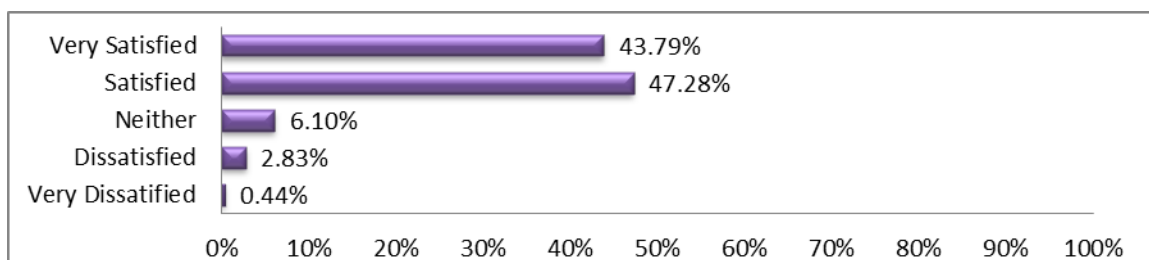
“I have also experienced slowness in responding to repairs of communal facilities.”

“We continue to keep a close eye on the repairs service as we regard this as a vital service to residents and one which we value.”

16. **Out of Hours Emergency Service** - A result of 35% was achieved in the “very satisfied” or “satisfied” categories of how they dealt with their emergency repairs with “neither satisfied or dissatisfied” achieving a total of 61%.
17. In future surveys, the choices of responses must be amended, changing the response of “neither” to “not used this service” in order to give a true reflection of the standard of service received.



18. There were no comments specifically about the Out of Hours Emergency Service.
19. The Barbican Estate Office will publish further information about the Out of Hours Services and how residents can contact the Duty Manager.
20. **Communal Area Cleaning** - 92% was achieved in the “very satisfied” or “satisfied” categories.

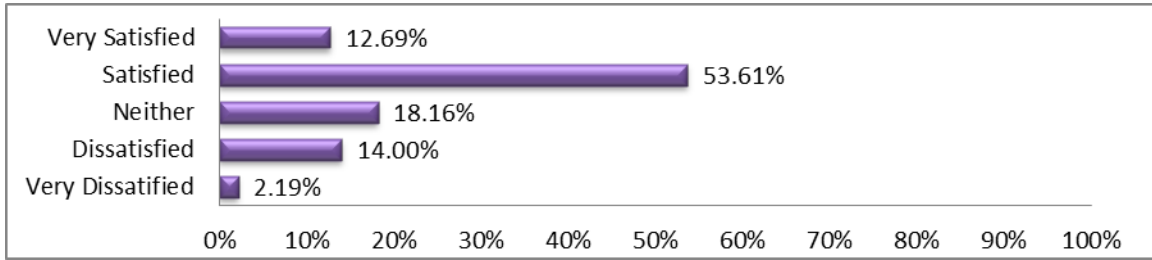


“cleaning team provide a great service”

“Walkways needs more cleaning”

“Overall – pretty good. I’d like to see lakes and parks cleaning at the weekend, when they’re actually in use by residents”

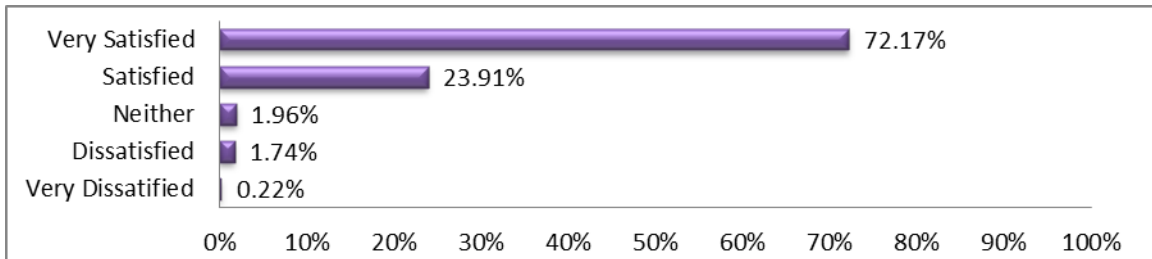
21. **Window Cleaning** - 66% was achieved in the “very satisfied” or “satisfied” categories with 18% being “neither satisfied or dissatisfied”.



“Would be nice if the windows got more frequent scrub in the spring/summer when there's enough light to see the dirt.”

“Window cleaning is v good some times and then they have a bad day”

22. **Estate Concierge team** – A result of 96% was achieved in the “very satisfied” or “satisfied” categories.

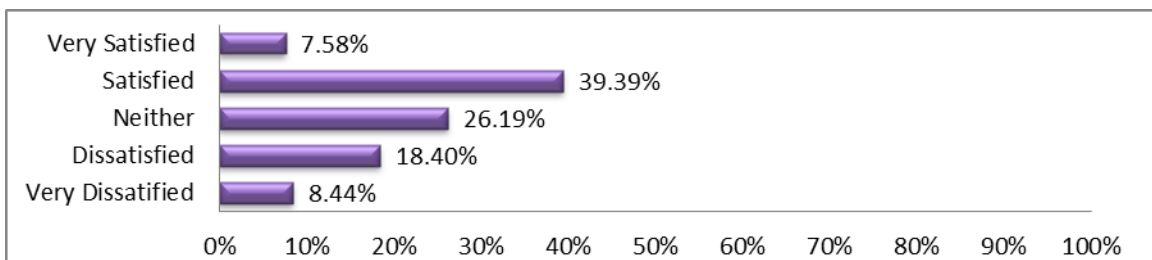


“Would be nice to improve security - have parking attendants check doors are closed, get engineering to check closing mechanisms, look at getting video entry”

“The car park attendants are superb - always there, always friendly, keeping an eye on many things. Makes me feel safe and I am sure this is a reality - they are the eyes and ears of the estate.”

23. **Major Works** - 47% was achieved in the “very satisfied” or “satisfied” categories with project works, such as external re-decorations, provided by the Property Services Team. 26% were “neither satisfied or dissatisfied”.

24. It should be noted that a lot of residents’ comments for this section related to the Beech Gardens Project.

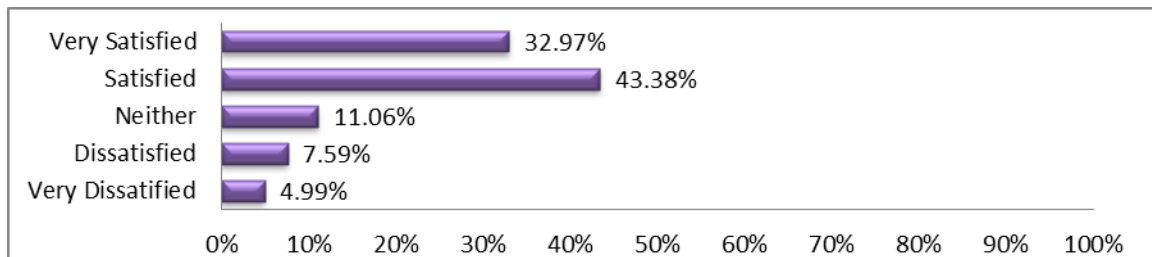


“Quality of preparation for repainting Blocks, esp metal railings needs more attention”

“Sometimes things are slow to happen (major works) and even minor repairs. There often is a good reason - but it's not communicated unless you ask.”

25. **Gardens & Lakes** - 76% satisfaction with the way the gardening team look after the lakes and gardens within the Barbican Estate.

26. Many of the comments referred to the Beech Gardens project.



“Gardens: I would like to see less bedding plants and more permanent planting”

“The lake and waterfall could benefit from a spring clean.”

Residents' Comments

27. At the end of the May 2013 survey, residents were asked if they had any further comments, queries or suggestions regarding the services provided to them.

28. **Beech Gardens Project** – Whilst not an item that is paid for directly by residents through their service charge, the majority of comments concerned the Beech Gardens Project. It is therefore appropriate to include a selection of these comments.

“We are unhappy about the long term dereliction of the podium area blow John Trundle, Bunyan and Bryer”

“My dissatisfaction is largely a result of the state of the Beech Gardens”

“The Beech Gardens project lapse dominates the year: until it is resolved, communications from the BEO to the residents about it needs improvement”

“I am dispirited that the garden outside Bunyan and John Trundle has been left devastated for so long.”

“I do miss the pond and landscaping outside Bryer Court, and greatly look forward to its re-instatement. It’s a big loss for such a long period, though I know nothing can be done about it.”

29. Out of the 332 comments received, the most popular topics to be mentioned were the Beech Gardens Project and Repairs & Major Works. The least mentioned topic was Service Charges which only had three comments.
30. The House Officers have prepared this report. They have reviewed all the comments received and made the selections for this report. Where necessary they have also followed up if action was required.

Conclusion

31. Where residents have made specific comments or queries on the survey form, the House Officers have addressed these on an individual basis. Although as the BEO does not know who made the comments, we have not responded individually.
32. General comments and common themes and trends have been fed back to the individual service providers and included within the Service Level Agreement Action Plans.
33. Satisfaction levels are high but we will aim to improve service levels where results have identified areas of concern by ongoing stringent monitoring of the Service Level Agreements, block and estate inspections, monthly meetings with the service providers and responding to residents’ comments.
34. A further review of response categories will occur before the BEO sends the next resident survey.

RECOMMENDATION

- (i) That the Committee note the contents of this report.

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

Contact Officer:

Michael Bennett, Barbican Estate Manager:

Tel:

0207 029 3923

e-mail:

barbican.estate@cityoflondon.gov.uk

Resident Survey May 2013

Barbican Estate Office

- 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

- 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 Somewhat Neither Agree nor Disagree Disagree Somewhat Absolutely Disagree

Customer care

- Generally, how satisfied or dissatisfied are you with the way the Barbican Estate Office keeps you informed about issues that may affect you eg Barbicanews/ email broadcasts/ notice boards/ website etc?

Very Satisfied Satisfied Neither Dissatisfied Very Dissatisfied

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

Very Satisfied Satisfied Neither Dissatisfied Very Dissatisfied

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

Very Satisfied Satisfied Neither Dissatisfied Very Dissatisfied

Property Maintenance

- Generally, 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

- **Generally, how satisfied or dissatisfied are you with the repairs to the communal areas of your block?**

Very Satisfied Satisfied Neither Dissatisfied Very Dissatisfied

- **Generally, 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

Estate Services

- **Generally, how satisfied or dissatisfied are you with the communal area cleaning service provided by your cleaner?**

Very Satisfied Satisfied Neither Dissatisfied Very Dissatisfied

- **Generally, how satisfied or dissatisfied are you with the window cleaning service provided by the window cleaning team?**

Very Satisfied Satisfied Neither Dissatisfied Very Dissatisfied

- **Generally, 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

Major Works

- **Generally, how satisfied or dissatisfied are you with project works, such as external re-decorations, provided by the Property Services Team for the Barbican Estate Office?**

Very Satisfied Satisfied Neither Dissatisfied Very Dissatisfied

Gardens & Lakes

- **Generally, 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

- **Do you have any further comments/ queries/ suggestions regarding the services provided to you?**

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