

Resident Survey June 2014

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			
5)	Neither			
	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

Very Dissatisfied

- 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 Barbicanews/email broadcasts/notice boards/ website etc?
- Very Satisfied
- Satisfied
- Neither
- Dissatisfied
- Very Dissatisfied

	To what extent do you agree with the statement "The Barbican Estate Office eeps you well informed about the Beech Gardens Project"?			
Š	Absolutely Agree			
Q.	Agree .			
Ę,	Neither Agree nor Disagree			
4	Disagree			
C	Absolutely Disagree			
	Do you have any further comments to make about the Beech Gardens oject?			
6. How satisfied or dissatisfied are you with the way your House Officer deals with your general enquiries?				
D	Very Satisfied			
	Satisfied			
E)	Neither			
C	Dissatisfied			
1 .	Very Dissatisfied			
7. How satisfied or dissatisfied are you with the way Reception deals with your general enquiries?				
O	Very Satisfied			
0	Satisfied			
-	Neither			
0	Dissatisfied			
9	Very Dissatisfied			
	low satisfied or dissatisfied are you with the way the Repairs Contact Centre is with your repairs and maintenance?			
3	Very Satisfied			
1 ⁷²	Satisfied			
0	Neither			
O	Dissatisfied			
O	Very Dissatisfied			

	9. How satisfied or dissatisfied are you with the repairs to the communal area of your block?
	○ Very Satisfied
4	Satisfied Satisfi
1	. Neither
ć	Dissatisfied
•	Very Dissatisfied
M	0. How satisfied or dissatisfied are you with the way the Out-Of-Hours Duty anager deals with your emergency repairs?
	Very Satisfied
ž.,	
*	
6	
97.	Very Dissatisfied
-93	Non Applicable - I have not made use of the Out of Hours team this year.
	. How satisfied or dissatisfied are you with the communal area cleaning rvices provided by your cleaners?
0	Very Satisfied
-	Satisfied
Ö	Neither
C	Dissatisfied
0	Very Dissatisfied
	How satisfied or dissatisfied are you with the window cleaning service ovided by the window cleaning team?
O	Very Satisfied
	Satisfied
0	Neither
` <u>*</u> '	Dissatisfied
	Very Dissatisfied

13. How satisfied or dissatisfied are you with the service provided by the Estate Conclerge team? (Lobby Porter or Car Park Attendant)

$\binom{n}{2}$	Very Satisfied
0	Satisfied
Ö	Neither
Ç	Dissatisfied
0	Very Dissatisfied
	How satisfied or dissatisfied are you with project works, such as external ecorations, provided by the Property Services team?
0	Very Satisfied
$\binom{\pi}{2}$	Satisfied
	Neither
6	Dissatisfied
O	Very Dissatisfied
	Non Applicable - I have experienced no projects this year.
	How satisfied or dissatisfied are you with the way the gardening team look r the lakes and gardens within the Barbican Estate?
O	Very Satisfied
6.	Satisfied
60	Neither
Õ	Dissatisfied
A. C.	Very Dissatisfied
	Do you have any further comments/queries/suggestions regarding the ices provided to you?

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