



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
- 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 Barbicanews/email broadcasts/notice boards/ website etc?**

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

**4. To what extent do you agree with the statement "The Barbican Estate Office keeps you well informed about the Beech Gardens Project"?**

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

**5. Do you have any further comments to make about the Beech Gardens Project?**

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

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

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

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

**8. 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

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

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

**10. 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
- Non Applicable - I have not made use of the Out of Hours team this year.

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

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

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

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

**13. 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

**14. How satisfied or dissatisfied are you with project works, such as external redecorations, provided by the Property Services team?**

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

**15. 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

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