

<b>Committee(s)</b>	<b>Dated:</b>
Residents Consultation Committee – For Information Barbican Residential Committee – For Information	5 September 2016 19 September 2016
<b>Subject:</b> Residents’ Survey results – September 2016	<b>Public</b>
<b>Report of:</b> Director of Community and Children’s Services  <b>Report author:</b> Helen Davinson, Resident Services Manager	<b>For Information</b>

### Summary

This report informs the committee of the results of the Residents’ Satisfaction Survey which was undertaken in July 2016.

### Recommendation

Members are asked to:

- Note the report.

### Main Report

#### Background

1. In July 2016 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 is attached as Appendix 1.
2. This was the fourth time that an online survey was used, 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. Additional fields throughout the survey enabled residents to add their comments. A selection of these comments both positive and negative is 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.

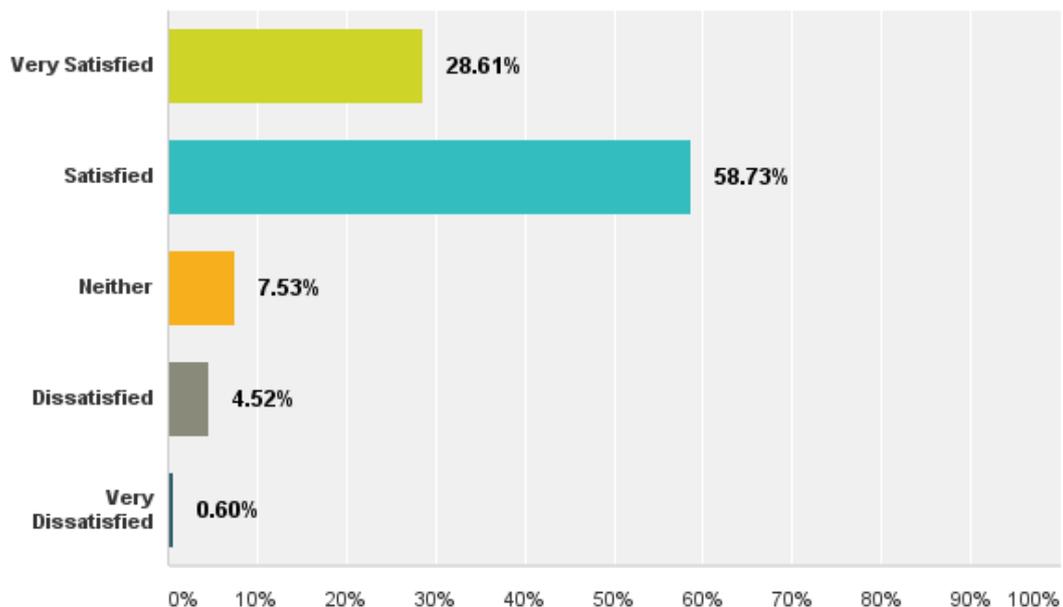
5. The response rate of 334 is made up of 331 online entries and 3 in paper format. This was substantially down from 465 responses in 2015 and 500 responses in 2014.
6. The results of the survey will be published via the Barbican electronic broadcast in September 2016.
7. This year residents were given the option of requesting a direct response to their comments and queries, and these have been responded to throughout August.
8. Additionally, residents were given the option to provide or update their emergency contact details. Thank you to the residents who chose to do this.

### Current Position

9. **Customer Care.** A result of 87% was achieved in the “satisfied” and “very satisfied” categories. An increase of 4% on 2015. This increase was noted in the “satisfied” option.

### Q1 Overall, how satisfied or dissatisfied are you with the services provided by us in managing the Barbican Estate?

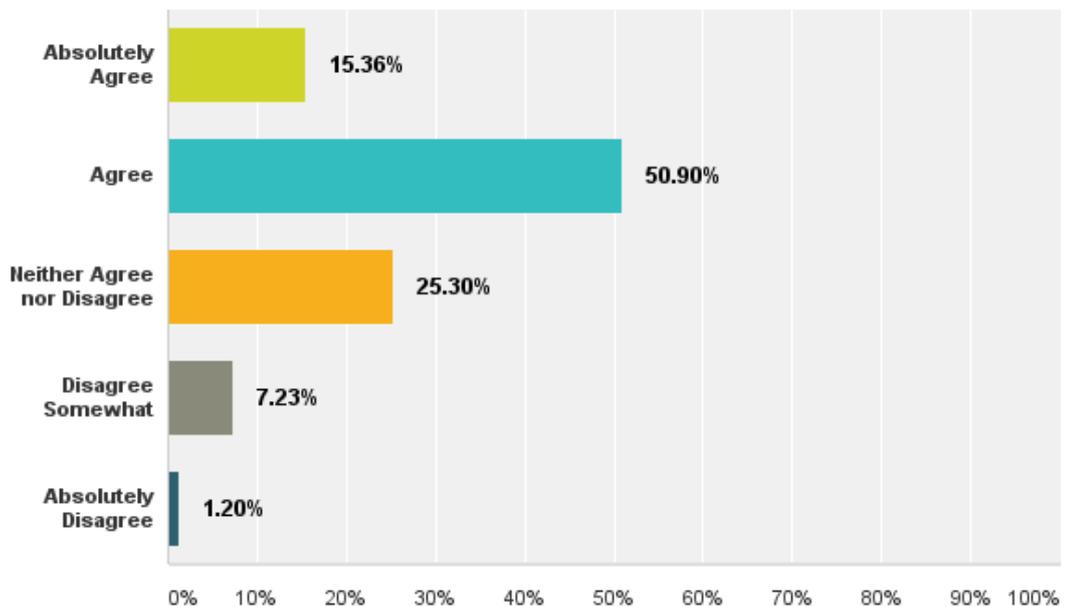
Answered: 332 Skipped: 2



10. **Value for Money.** 66% of responses “absolutely agreed” and “agreed” with the statement that “*the Barbican Estate Office provides good value for money in managing the Barbican Estate*”. An increase of 4% on 2015. The increase was noted in the “agree” option.

**Q2 Overall, to what extent do you agree with the statement that "we provide good value for money in managing the Barbican Estate"?**

Answered: 332 Skipped: 2



11. **Communications.** 94% was achieved in the “satisfied” and “very satisfied” categories in the way the Barbican Estate Office keeps residents informed of issues. An increase of 3% on last year.

**“I think this has greatly improved with the estate wide broadcast and the new website.”**

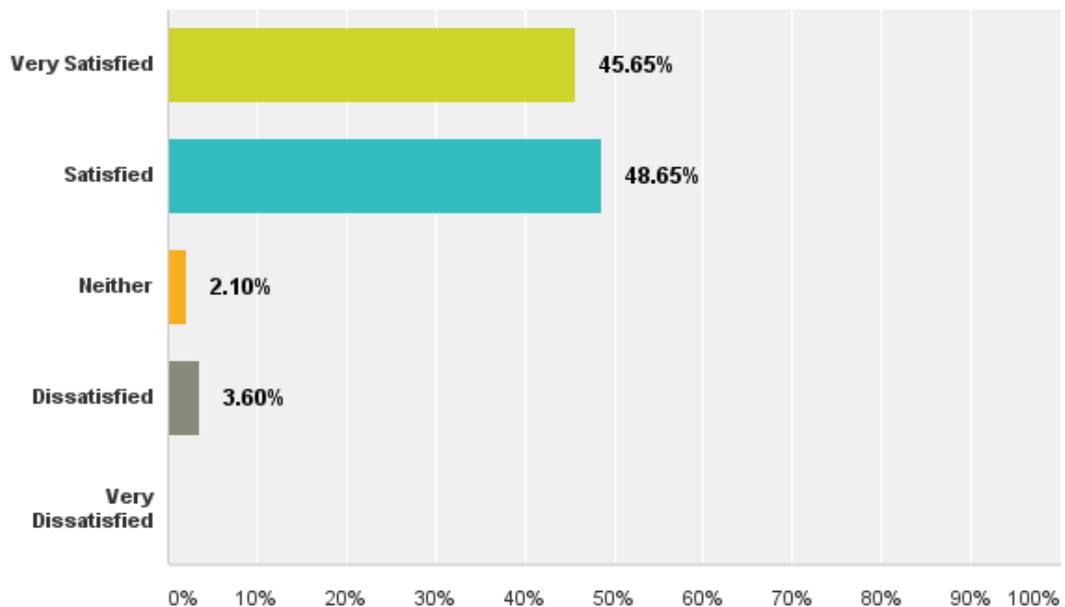
**“Better use of noticeboards. Info appears on some, in some blocks but not all.”**

**“They’re pretty good as they are, but would like perhaps one a fortnight at most where possible.”**

**“Suggest more pro active engagement of new owners. When we moved in it was months before we got a note about email broadcast system, so we missed months of information and events.”**

**Q3 How satisfied or dissatisfied are you with the way we keep you informed about issues that may affect you e.g email broadcasts/notice boards/ the new website etc?**

Answered: 333 Skipped: 1



12. **House Officers.** Taking into account the 21% with “no recent experience of this service/not applicable”; 76% satisfaction was achieved. This is a 1% increase on 2015.

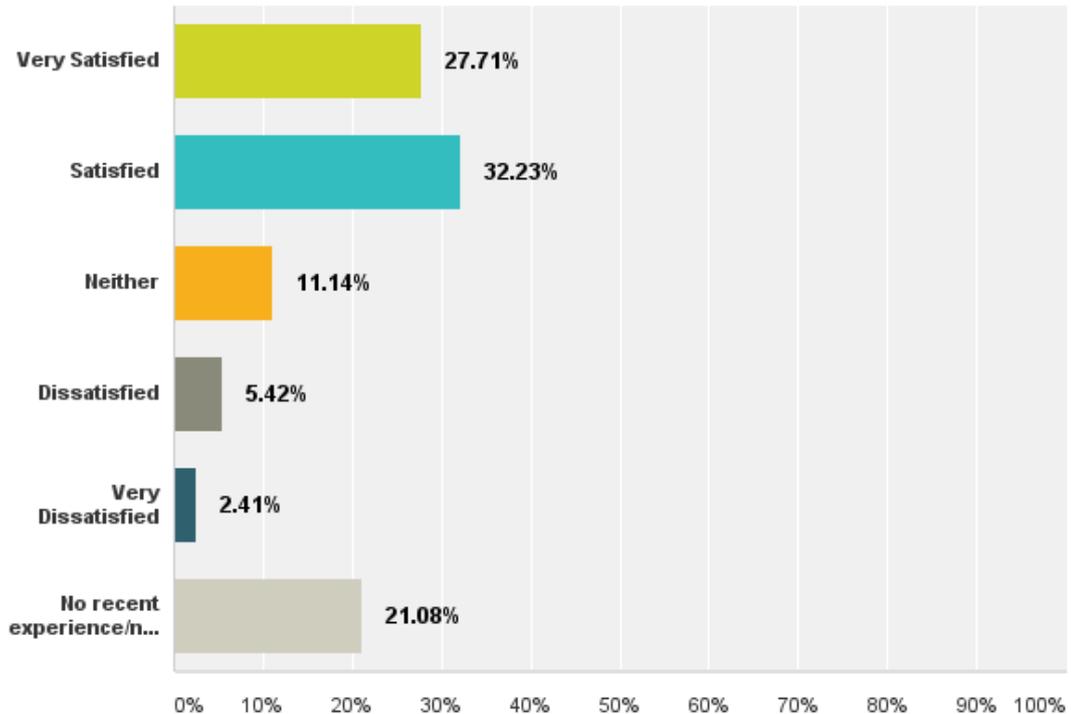
**“It’s a wonderful place to live and all the team are great!”**

**“Very diligent, discreet, courteous and obviously hard working in what must be a demanding job.”**

**“Prompter responses would be helpful.”**

### Q5 How satisfied or dissatisfied are you with the way your House Officer deals with your general enquiries?

Answered: 332 Skipped: 2



13. **Barbican Estate Office Reception.** Taking into account the 20% with “no recent experience of this service/not applicable”; 87% satisfaction was achieved in the way Reception deals with general enquiries. This is a 2% increase on last year.

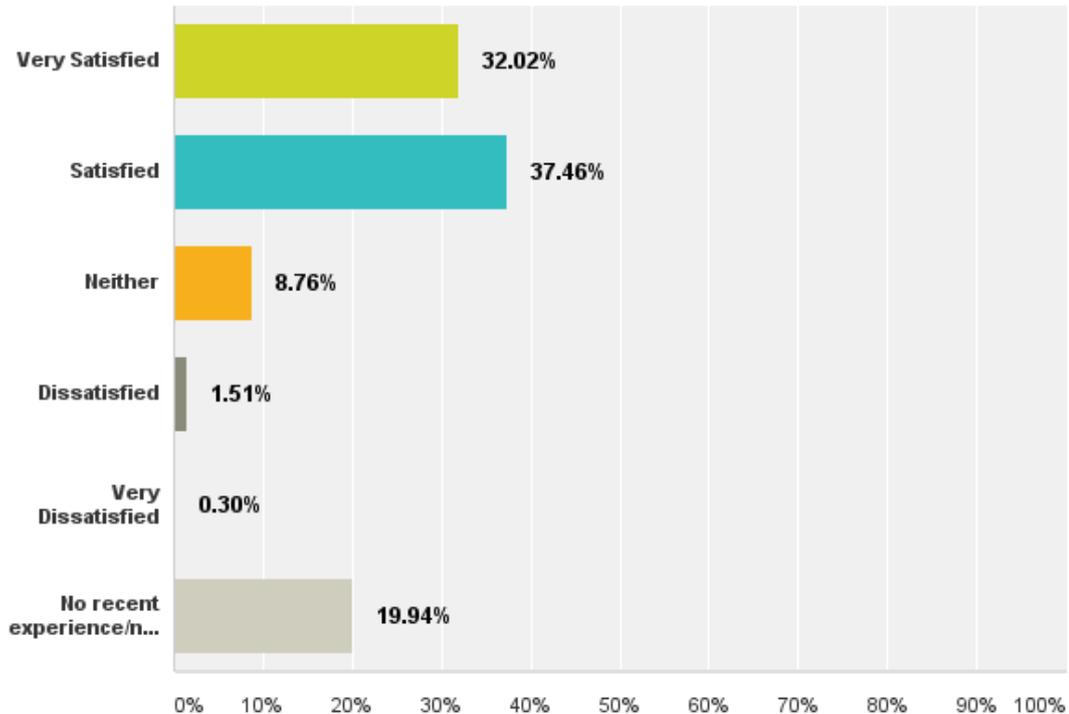
**“Very friendly and competent.”**

**“Reception is very helpful.”**

**“Ideally increase the opening hours. It’s difficult to attend the estate office if you work full time.”**

## Q6 How satisfied or dissatisfied are you with the way Reception deals with your general enquiries?

Answered: 331 Skipped: 3



14. **Property Maintenance.** 25% of residents had “no recent experience of this service/not applicable”. Of the remaining, 74% were either “satisfied” or “very satisfied”. This is a 3% improvement on 2015.

**“Repairs response time is variable with both positive and negative experiences over the last 12 months.”**

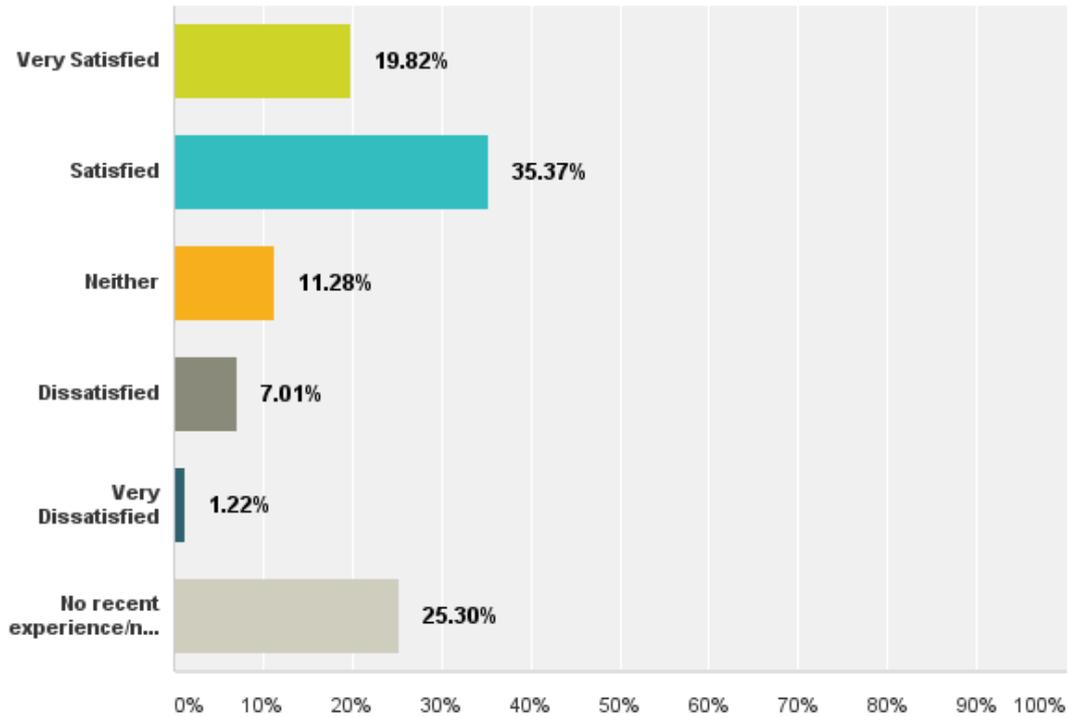
**“It would be helpful if further information could be provided in respect of flat repairs once the target date has passed.”**

**“Whilst “Repairs” are pleasant and helpful when phoning in, promise of returned calls with updates does not always happen.”**

**“There is much to be commended, but a higher standard of presentation could be achieved in common areas of blocks and the estate more generally.”**

## Q8 How satisfied or dissatisfied are you with the way the Repairs Contact Centre deals with your repairs and maintenance?

Answered: 328 Skipped: 6



15. **Property Maintenance in communal areas.** 66% satisfaction levels were achieved. This is a 1% increase on last year.

**“Repairs can take a long time to be actioned, especially lifts.”**

**“Good on the whole.”**

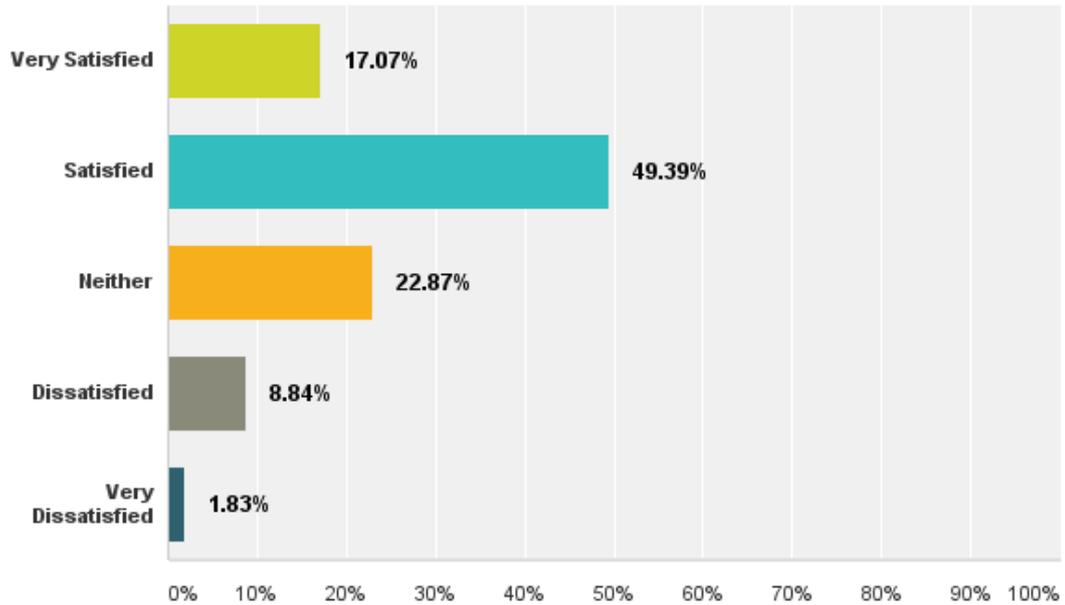
**“I think the estate is poor at routine maintenance.”**

**“It takes a long time to investigate and resolve issues.”**

**“It has greatly improved in recent times.”**

### Q9 How satisfied or dissatisfied are you with the repairs to the communal areas of your block?

Answered: 328 Skipped: 6



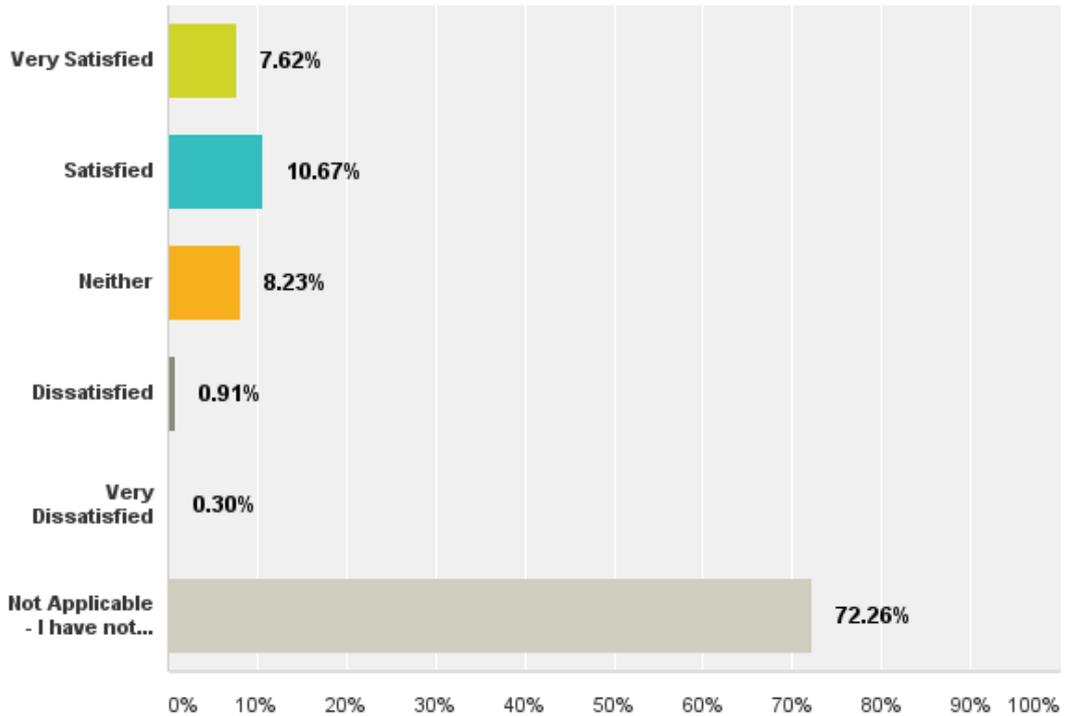
16. **Out of Hours Emergency Service.** Taking into account the 72% who have “no recent use of this service/not applicable”, of the remaining respondents 66% satisfaction levels were achieved. This is an 11% improvement on 2015 and improvement seen in both “satisfied” and “very satisfied” categories.

**“Staff are helpful and kind – they are one of the factors that make living here a joy.”**

**“The duty engineers provide an exceptional service. Always quick to respond and courteous even late at night.”**

**Q11 How satisfied or dissatisfied are you with the way the Out-Of-Hours Duty Manager deals with your emergency repairs?**

Answered: 328 Skipped: 6



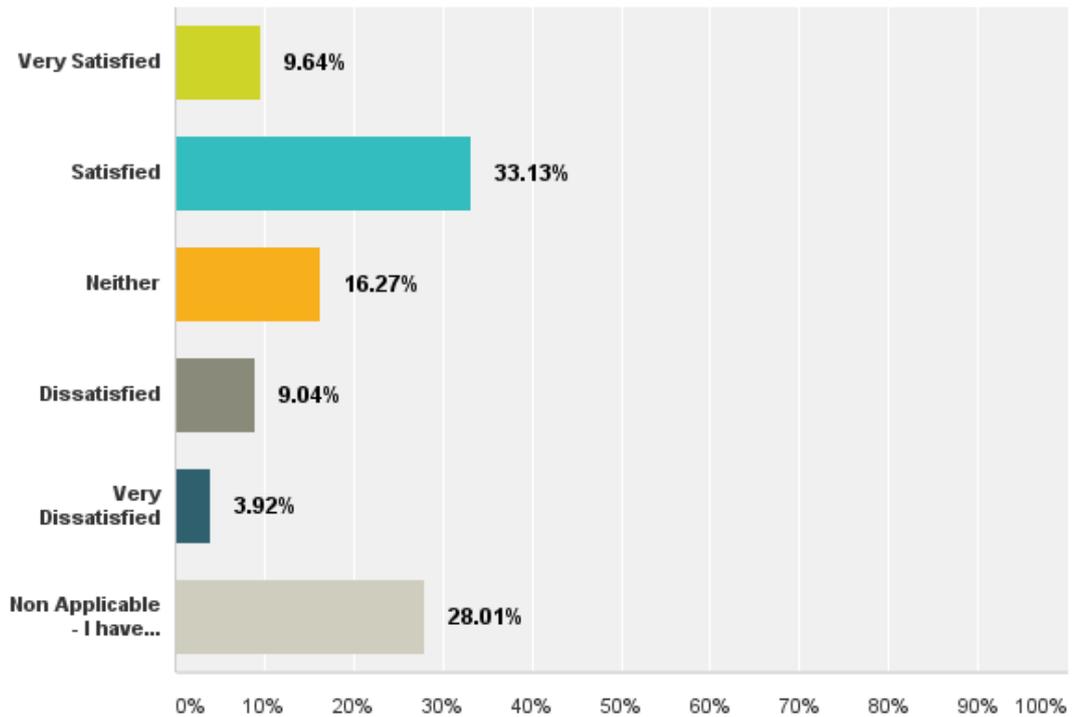
17. **Projects on/in your block (but not including projects in the public areas of the estate funded by the City of London).** Taking into account the 28% of respondents who have “no recent experience/non applicable”, of the remaining respondents 59% satisfaction was achieved. This is an improvement of 8% on 2015 and dissatisfaction levels have reduced from 23% in 2015 to 18% in 2016.

**“Supervision is always an issue on big projects.”**

**“Project management practices require improvement.”**

**Q10 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)?**

Answered: 332 Skipped: 2



18. **Communal Area Cleaning.** 92% was achieved in the “very satisfied” and “satisfied” categories. This is the same satisfaction level as achieved in 2015 although we note that “very satisfied” has increased by 6% and “satisfied” has decreased by 6%. Lots of praise for individual cleaners was received and this has been passed on to them.

**“The cleaner in our house goes out of his way to be helpful.”**

**“Inside block is excellent, on the podium a disaster.”**

**“The cleaner is excellent and always very helpful and friendly.”**

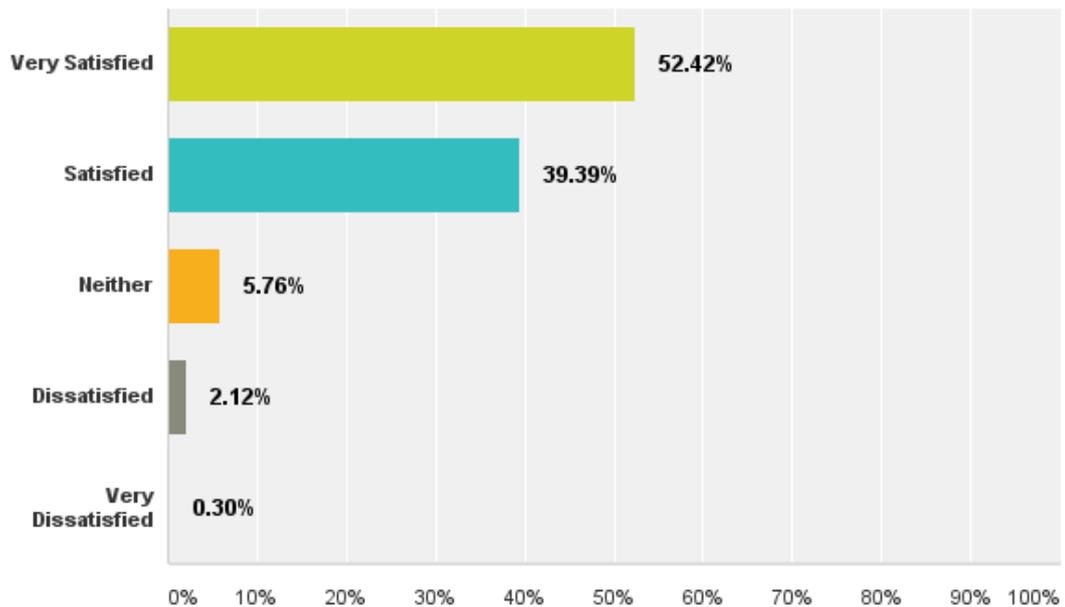
**“Our cleaner is a very pleasant and reliable man who works hard in here. We’re lucky to have him.”**

**“Their work is much appreciated – the Estate is usually very well kept.”**

**“It would be nice if car park areas could be swept more often.”**

**Q13 How satisfied or dissatisfied are you with the communal area cleaning services provided by your cleaners?**

Answered: 330 Skipped: 4



19. **Window Cleaning.** A result of 65% was achieved in the “very satisfied” and “satisfied” categories. This is the same as achieved in 2015. Despite this, the vast majority of comments in the cleaning section were concerning the quality of window cleaning. This will be an area of focus with our new contractors over the next year.

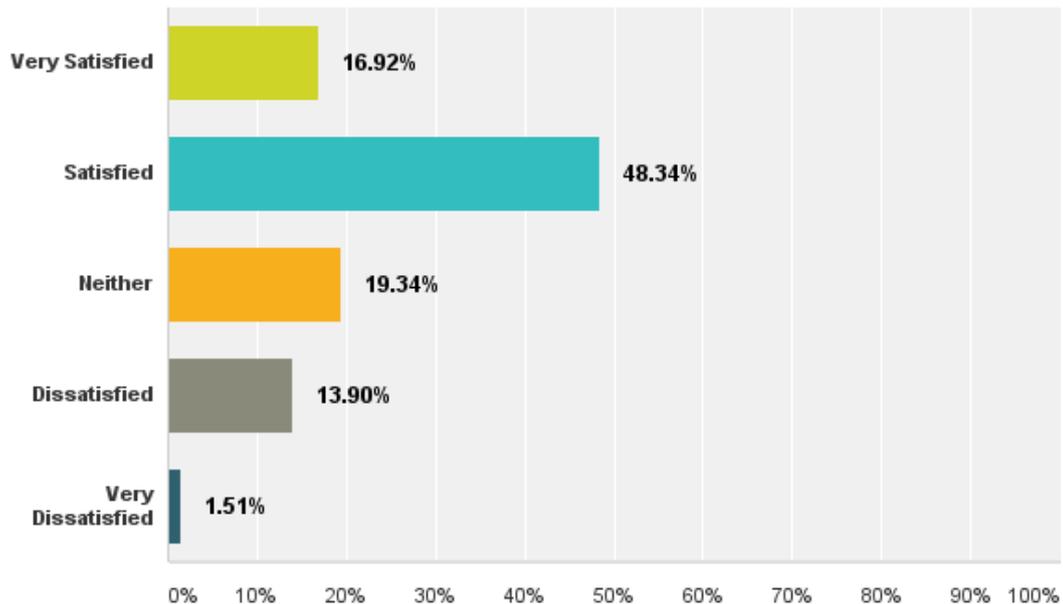
**“Window cleaning could be more thorough.”**

**“The lower opaque panels of windows are rarely cleaned.”**

**“Window cleaners need to do a better job.”**

## Q14 How satisfied or dissatisfied are you with the window cleaning service provided by the window cleaning team?

Answered: 331 Skipped: 3



20. **Estate Concierge team.** A tremendous result of 99% was achieved in the “very satisfied” and “satisfied” categories. This is slightly higher than the 98% achieved last year! Many comments named individual members of the team and the praise and thanks will be passed on.

**“Not sure how we would manage without our 4 great CPAs.”**

**“They are the people that know what’s happening here, nip problems in the bud, keep people in line, quietly keep standards of behaviour and courtesy in place and sort dramas quietly – they are part of what makes the Barbican “work”.**

**“They do a wonderful job.”**

**“Thank you.”**

**“I am very impressed with the team, they are helpful and friendly.”**

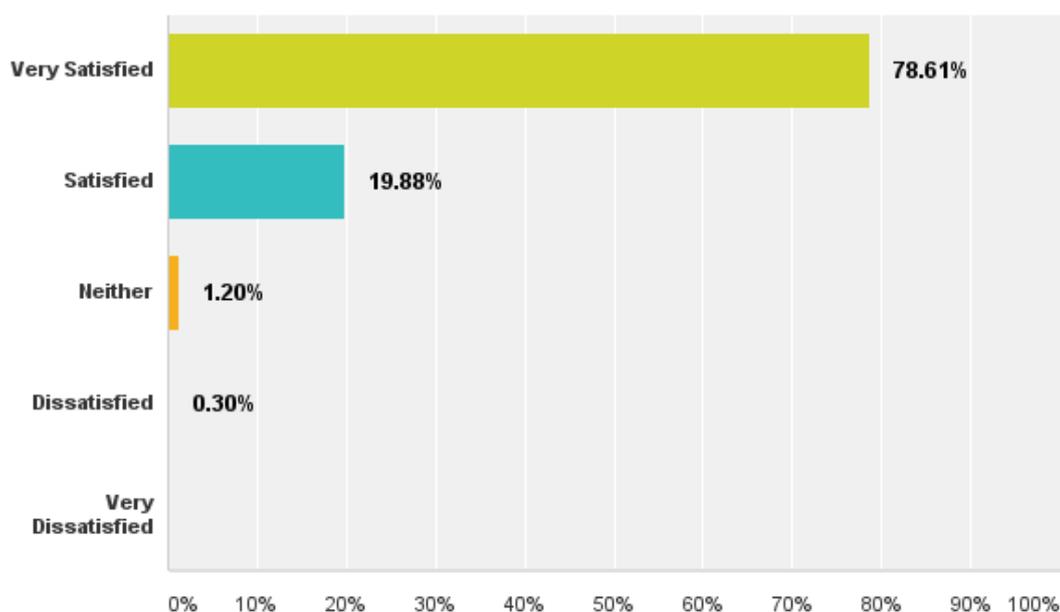
**“A real asset.”**

**“They’re wonderful! I’m disabled and I couldn’t exist without them.”**

**“I cannot speak highly enough of them.”**

**Q16 How satisfied or dissatisfied are you with the service provided by the Estate Concierge team? (Lobby Porter or Car Park Attendant)**

Answered: 332 Skipped: 2



21. **Open Spaces.** 89% satisfaction with the way the gardening team look after the lakes and gardens within the Barbican Estate. This represents a 10% increase on 2015 with “very satisfied” seeing a 14% increase.

**“Also fantastic.”**

**“It’s becoming obvious that the lake and its immediate surroundings will require major overhaul in the immediate future.”**

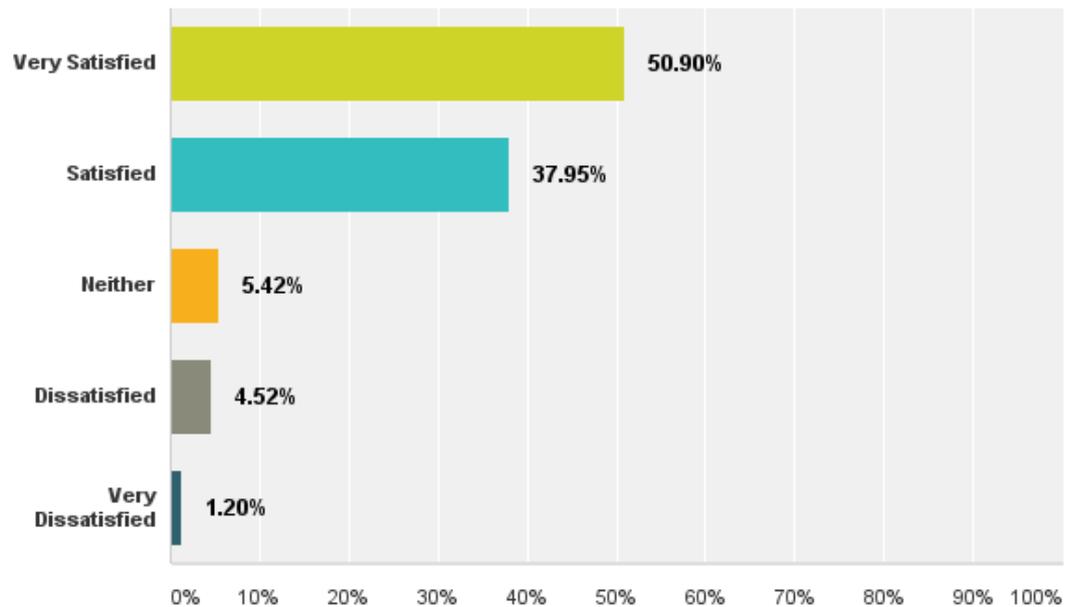
**“I’m not keen on the waste that appears to be involved in the short term bedding planting eg. Silk St/Barbican Centre entrance.”**

**“More effort should go into keeping them litter free. The planting in Thomas More garden has been a great success.”**

**“The new gardens look wonderful!”**

### Q18 How satisfied or dissatisfied are you with the way the gardening team look after the lakes and gardens within the Barbican Estate?

Answered: 332 Skipped: 2



22. Additional comments were sought and residents were given the option to receive a direct response. Those that requested so, have all been responded to in August. 71 residents chose to make comments on varied topics. Some comments were specific to particular residents or properties.

**“There needs to be a complete review of water ingress across the estate. After any storm, many basement areas flood. This will lead to expensive and contested repairs in the future and it’s clear that proper maintenance by the landlord is not being provided.”**

**“Good service provided, I would suggest for all management and staff to have a positive attitude when dealing with others and residents.”**

**“More storage is needed. Acres of wasted space in the car park.”**

23. Finally we asked, “what is the one thing the BEO could do to provide better service?”

**“Improve window cleaning.”**

**“Better supervision and management to get obvious repairs done and faults rectified more quickly and cheaply.”**

**“More BEO presence after 5 o’clock.”**

**“Respond to emails in good time please.”**

**“Personal control over heating in the flat.”**

**“Please carry on the way you are.”**

24. Some of the comments received covered areas not under Barbican Estate control. Where appropriate, these comments will be passed onto the departments responsible.

25. The Survey gave the option for residents to leave their emergency contact details. 96 residents chose to do so.

26. The House Officers have reviewed all the comments. Where necessary they have also followed up if action is required.

## **Conclusion**

27. General comments and common themes have been fed back to the individual service providers and will be included within the Service Level Agreement Action Plans.

28. Satisfaction levels remain high but we will aim to improve services where the results have identified areas of concern.

29. Given the clear decline in response, the Barbican Estate Office seeks the Committees’ views on moving to a bi-annual (every other year) survey.

## **Appendices**

Appendix 1: Resident Survey July 2016

### **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

September 2013 Residents Satisfaction Survey

September 2014 Residents Satisfaction Survey

September 2015 Residents Satisfaction Survey

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