

We encourage Residents to participate and contribute to these annual meetings, as these are your opportunity to meet with us and discuss any issues. We hope that next year more Residents will be able to attend.

Results of the Leasehold Satisfaction Survey 2008

- We sent the Leasehold Satisfaction survey during the summer. We sent 494 surveys and received 74 completed surveys.

Thank you to all those Residents who took the time to complete these. Below is a summary of the feedback we received from the completed surveys.

- 32.9% felt their rent was good value for money, 13.7% felt it was not good value for money and 24.7% were not sure. The rent for shared owners is set at the start of the lease based on 2.5% of the unsold equity of the property. This is then subject to annual rent increases on the 1st April each year, this is usually RPI + 0.5%. Leaseholders do not pay rent.
- 38.7% were not satisfied with how the initial defects in their property were dealt with and 38.7% were satisfied with this process.

These comments have been fed back to our Development department so that they can look at better ways of monitoring the repairs carried out during the defect liability period. We will strive to improve this process for future schemes.

- We asked about the area you live in and if there are any problems with the following:

	Not a problem	Slight problem	Serious problem
Cars being dumped	75.3%	9.6%	2.7%
Criminal damage	67.1%	16.4%	4.1%
Dogs and other animals	60.3%	28.8%	4.1%
Drink and drug issues	57.5%	24.7%	8.2%
Graffiti	65.8%	19.2%	4.1%
Litter and rubbish	39.7%	38.4%	19.2%
Noise from other people	56.2%	24.7%	9.6%
Noise from traffic	71.2%	19.2%	0%
Problems with neighbours	71.2%	13.7%	4.1%
Racial harassment	89%	0%	0%
Vandalism	72.6%	11%	5.5%
Young people loitering	54.8%	23.3%	12.3%

It was noted that there was a high % against litter and rubbish as being a problem. Please note that if you do experience problems with any of the above items please report it to our Customer Services Team on **0800 988 4858** so that we can address your individual concerns.

- 86.3% felt that the general condition of their building was OK, good or very good. Whereas 12.4% felt it was either poor or very poor.
- 45.2% were not satisfied with the communal cleaning and grounds maintenance and 21.9% were satisfied with this service.

As mentioned earlier in this leaflet we encourage residents to join the cleaning and grounds maintenance monitoring panel so that we can target areas where the service needs to be improved. If this is something you would be interested in doing please contact us on **0800 988 4858**.