



## ANNUAL LEASEHOLDER SURVEY

### **Dear Leaseholder**

As you will be aware a Leaseholder survey questionnaire has recently been sent to you to complete. By answering the questions and returning the questionnaire, you could have let us know your views on the leaseholder service we provide and help us to improve.

Unfortunately only 8 out of 155 questionnaires have been completed and returned.

The feedback we received highlighted a few concerns, these are addressed below.

If you are not happy about any of the responses below or did not have time to complete the questionnaire come along to one of the February Leaseholders Consultation Events. This will provide a further opportunity for you to discuss any issues you have, to learn more about our future plans and to help shape our future service delivery to leaseholders.

Leaseholder Consultation Events will be held on the 26<sup>th</sup> February 2009 at the Retford Town Hall and on the 27<sup>th</sup> February at the Ceres Suite, Queens Buildings, Worksop. Both events will be from 2.00pm to 3.30pm.

More details and your invitation will be delivered with your Winter 2009 In Touch newsletter.

### **Survey Results**

Listed below are the main 5 concerns identified from the leaseholders survey;

*How satisfied are you with us involving leaseholders in the management of their property? - 43% satisfied.*

**We need to know what services you are not satisfied with and what services you would like to see us provide, we need your input on this and this can be done at the Consultation Events, for more information contact me on 01909 533243.**

*How satisfied are you with the Grounds Maintenance? – 33% satisfied*

**Grounds maintenance is currently under review, it is anticipated that the review will provide an improved service for all leaseholders. Learn more at the Consultation Event.**

*Do you think that the Annual Service Charges give good value for money? – 17% satisfied*

**Three of the services charges are relevant to the majority of all leaseholders: -  
Ground Rent – currently £10.00 (annually)  
Buildings Insurance - currently £51.88 (annually)  
Management Costs – currently £18.42 (annually)**

**We believe these costs give value for money and are increased only in line with inflation. Communal Cleaning and Window Cleaning is included in the Grounds Maintenance review and the communal staircase lighting charge is dependent on the Utilities Service increasing their energy costs. The February Consultation Event will provide the arena for service charge discussion.**

*Have you used the additional Repairs Service provided by A1? How satisfied are you with this service? – 20% satisfied.*

**Leaseholders are given the opportunity to use the A1 Housing Building Repairs Team for some repairs to their home. We need to know what part of the service you are unhappy with so we can improve.**

*How satisfied are you with the helpfulness of A1 staff? – 57% satisfied.*

**A1 Housing is committed to providing high levels of customer care and we want to know if any of our staff have been rude or unhelpful. Contact me and let me know if you have had any problems on 01909 533243 .**

We act on all customer feedback and will look to make an improvement to any service you are not happy with, which is why we give you the opportunity to tell us what you don't like. Please call into one of the Consultation Events and tell us how you would like us to improve. Alternatively, you can make your comments/opinions to me direct on 01909 533243.