



HOUSING BASSETLAW LIMITED

ANALYSIS OF THE LEASEHOLDER QUESTIONNAIRE

LEASEHOLDER CONSULTATION RESULTS

As part of our recent review to improve our services to leaseholders a questionnaire with reference to additional services we would be prepared to develop and implement was sent to all of the current 150 leaseholders within Bassetlaw.

The results of the returned questionnaires are detailed below.

- 150 properties received the questionnaires in May 2007.
- 41 Leaseholders returned the questionnaire. 27.3 % of the total issued.
- 2 of the questionnaires were not completed.
- Of the 39 completed questionnaires 31 stated that they were interested in receiving at least one of the additional services A1 Housing could arrange. 8 leaseholders were not interested in any of the additional services.
- That equates to 79.4 % of completed questionnaires were interested in receiving additional services.

The results are as follows:

	Yes	No
Are you interested in having your boiler / fire appliance serviced annually and repaired if a breakdown occurs?	29	10
Are you interested in having a periodic (12 month) check of your electrical system?	21	18
Are you interested in having the option of a repairs and maintenance call-out service? (E.g. for plumbing / joinery / electrical work, etc)	26	13

If you are interested in the additional services that A1 Housing could provide, and did not complete the questionnaire, please contact the Asset Management Officer on 01909 533243.