• 342 Leasehold properties
• Of which there 321 flat
• 21 Shops
• 7% responses
BUILDINGS INSURANCE SATISFACTION

- Very satisfied: 33%
- Fairly satisfied: 22%
- Fairly dissatisfied: 45%
RESPONSIVE REPAIRS SATISFACTION

- Very satisfied: 29%
- Fairly satisfied: 21%
- Fairly dissatisfied: 50%
COMMUNAL GROUNDS MAINTENANCE

- Very satisfied: 15%
- Fairly satisfied: 30%
- Neither satisfied nor dissatisfied: 25%
- Fairly dissatisfied: 25%
- Very dissatisfied: 5%

COMMUNAL GROUNDS MAINTENANCE
COMMUNAL LIGHTING

- Very satisfied: 27%
- Fairly satisfied: 37%
- Neither satisfied nor dissatisfied: 26%
- Fairly dissatisfied: 5%
- Very dissatisfied: 5%
COMMUNAL TV AERIAL

very satisfied 32%
Fairly satisfied 26%
neither satisfied or dissatisfied 37%
FAIRLY DISSATISFIED 5%
How satisfied or dissatisfied are you with the opportunities available for you to become involved in the decisions affecting your home and community.
Forum Attendance

Have you attended a Leaseholder Forum?

- YES: 22%
- NO: 78%
If you did not attend what was the main reason:
- 17% No interest
- 12% Not aware
- 12% Lack of transport
- 6% Inconvenient time
- 6% Carer
- 6% Other
- 47% Other
Open Surgery Attendance

Have you attended the Leaseholders Surgery?

- 8.70% YES
- 91.30% NO
Service Charges – Value for money

- YES: 80.95%
- NO: 19.05%
• Thank you
• Any Questions
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