

REPORT TO LEASEHOLDER FORUM MEETING – JULY 15, 2008

LEASEHOLDER SURVEY 2008 - PRELIMINARY FINDINGS

Questionnaires were distributed to 881 leaseholders with 156 (18%) being returned, completed either in part or in full. The prize of £100 for returning a completed questionnaire went to a Mr T of Orton Malbourne. The main headlines are listed below:

- Composition of household

High percentage of single adults – 65%
Families with at least one child under 16 – 8%

- Long term illness or disability

26% said they suffer from some form of long term illness, health problem or disability

- Nationality

The majority of leaseholders are British – 82%, and 80% of leaseholders' spouses or partners were British

- Contact details

126 leaseholders provided us with a telephone number and 19 with an email address

- Satisfaction with CKH

61% were either fairly or very satisfied with the services we provide, 20% were neither satisfied or dissatisfied and the remaining 19% were either fairly or very dissatisfied

- Satisfied with their home

Only 4% of leaseholders were dissatisfied with their home. When asked to comment on individual features, security measures came top of their concerns followed by (the lack of) garden or outside space and then their heating system

- Satisfaction with services we provide

Cleaning and upkeep of communal areas – 43% were satisfied, 37% were dissatisfied with 56% believing it was not good value for money

Ground rent and service charge information – 45% were satisfied, 37% were dissatisfied with 46% believing it was not good value for money
Building repair and maintenance – 48% were satisfied, 28% were dissatisfied with 47% believing it was not good value for money

- Higher charges for extra services

As perhaps expected, only 7% of leaseholders would be prepared to pay an increased charge to cover extra services

- Neighbourhood satisfaction.
64% were satisfied with their neighbourhood with 15% expressing no opinion, however 40% said that their neighbourhood had declined over the past three years. The top five problems were rubbish and litter followed by car parking, disruptive children/teenagers, vandalism/graffiti and noisy neighbours

- ASB

23% of leaseholders reported some form of ASB to CKH during the past twelve months with the majority of callers finding getting hold of the right person easy and staff helpful, however 32% claimed that staff were unable to deal with their problem with the speed of the report and the final outcome cited as the top two reasons for their dissatisfaction

- General contact

76% of leaseholders had cause to contact CKH during the past twelve months, mainly by telephone. Repair reporting and service charge enquiries were the top two reasons. Only 12% found staff unhelpful with 56% saying that staff were able to deal with their problem. Dissatisfaction with the final outcome came out at 31%

- Repairs

49% of leaseholders reported that they were happy with the way we deal with repairs and maintenance with 30% expressing dissatisfaction with keeping dirt and mess to a minimum rated top in terms of dissatisfaction

- Communication

15% of leaseholders believe that their views are not taken into account and a similar number claim that CKH is poor at keeping them informed about things that might affect them as leaseholders. Surprisingly, 30 leaseholders (21%) claimed not to receive any information about their service charge. The lack of clarity of the invoice and the lack of information on the account are highlighted as areas requiring improvement. Only 8% of leaseholders thought that the forum was the

best method of seeking their views on services we provide. 68% of leaseholders said that a questionnaire was the best way to seek their views about our services. In response to the question of insurance, 37 leaseholders wanted CKH to arrange their building insurance.

Answers provided to the questions on equality and diversity and financial issues will be used internally to enhance service provision and not distributed to leaseholders.